State of Oregon Position Description

Company: Department of Administrative Services

Organization: Enterprise Business Operations - DAS

Service Type: Representable Classified

SECTION 1. POSITION INFORMATION

Job Profile Title:	Information Systems Specialist 7	**Job Profile ID:**	C1487
Business Title:	Information Systems Specialist 7 - SR31 - Exempt	**Position ID:**	000000019272
Employee Name:	VACANT	**Company ID:**	10700
Representation:	OAS	**Budget Auth No:**	971550

Location:	Salem | DAS | State Data Center
Supervisor:	Nandi Hermann (Information Technology Manager 2)
Position:	Information Systems Specialist 7
Time Type:	Full Time
FLSA:	Exempt
Exempt Reason:	Administrative Exemption
Overtime Eligible:	No
Employee Type:	Permanent

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

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The Department of Administrative Services (DAS) is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

DAS provides a stable management infrastructure and essential business services including technology, financial, procurement, publishing/distribution, human resources and facility asset management. These services support and enable state and local government agencies to carry out their missions, benefiting all Oregonians.

Enterprise Information Services (EIS) is a state government-wide information technology (IT) program led by an administrator who also serves as Oregon's Chief Information Officer (CIO). The CIO is a statutory position appointed by the Governor. The division

has 254 FTE and is funded by assessment and rates charged for the services provided. The EIS team is built on collaboration and support. We work together to ensure our customer agencies receive the highest quality of service. We take pride in our work and look for ways to innovate. EIS is committed to hiring highly-skilled, diverse and dedicated employees who will bring a unique skill set to the team.

Data Center Services, is a shared service organization within EIS. DCS serves the citizens of Oregon by enabling and supporting the missions of more than 150 State of Oregon agencies, Boards and Commissions through the delivery of Information Technology (IT) services. The DCS team maintains and operates a state of the art Data Center, providing a highly secure environment with redundant infrastructure for high availability and efficiency. The services we provide include network connectivity (WAN, LAN, and Wireless), server hosting (mainframe, iSeries, AIX, Linux, and Windows), email services, data center colocation and data backup services.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

be a technical resource providing assistance necessary for the day-to-day operations of the data center and has an active role in maintaining and maximizing the security and availability of mission-critical physical infrastructure at the state data center. The Data Center Facilities Engineer provides assistance in the and daily implementation of the physical security operations.

The Data Center Facilities Engineer is responsible for understanding and following the processes governing the operations of the State Data Center facility in order to successfully deliver computing and network services to all state agencies. The person in this role will have great understanding of data center IT infrastructure, data center facilities infrastructure and how the two coexist.

SECTION 3. JOB DESCRIPTION

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "essential" (E) or "Non-Essential" (NE) function.

40%-NC-E

Operations:

Monitors and maintains building management systems, such as surveillance cameras, data center documentation including rack layouts, PDU management and assets utilizing DCIM and rack management software. Participates in the preparation and analysis of reports regarding data center infrastructure (power usage, cooling, cabinet access etc.).

Performs fiber optic and copper cabling installation, racking and stacking of servers, switches, appliances as needed for infrastructure and/or provisioning activities as needed.

Assists the DAS Facilities team with regular site operations and maintenance procedures to minimize impact to the data center. Escorts and supervises external vendors and contractors as necessary. Responds to abnormal facility conditions, incidents and emergencies and escalates them to Facilities technicians and management.

Creates and updates work procedures, standards and operational best practices in areas of expertise.

Researches, recommends, and orders required tools, materials and consumables for the Data Center raised floor environment.

Travels to other sites for engineering evaluations, system audits and to perform hardware provisioning activities.

35%-NC-E

Construction – Project Management:

Provides project management leadership for large and/or unusual projects for the Data Center. These assignments are complex information technology projects that support the infrastructure at DCS. These projects are often medium to large in scope and can involve multiple state agencies, external service providers and vendors.

Duties include: scope and resource planning; activity definition, sequencing, and duration estimating; developing and managing project schedules; reporting progress; reporting status of deliverables; coordination with of all project resources including IS technical staff, customers and contract staff; project communications; coordination with the project sponsor; other project managers; ensure that project resources are effectively and efficiently used; responsibility for customer requirements, scope management, change control, issues logs, risk management, and quality assurance of IT projects.

Maintains knowledge of state-of-the-art technologies through training, professional journals and publications, contact with other Technology and Project Management professionals, and self-initiated study. Reports technology advancement and trends to section manager and staff and recommends ways to utilize appropriate technologies to maximize future organizational benefits.

Applies positive inter-personal skills and constructively manages conflicts. Provides excellent negotiating skills and leadership skills required to elicit buy-in from people whom he or she does not have line authority. Encourages a strong sense of teamwork, supportive environment and open and honest two-way communications.

Assist and guide the development of personnel on projects. Has a positive approach towards customers, peers, staff and management. Is willing and eager to accept responsibility and make appropriate decisions. Knows limits and seeks advice when required. Has a strong desire to succeed and to help others succeed.

20%-NC-E

Planning – Strategic:

Plans, coordinates and facilitates strategic information systems planning activities, assembly and publication of the program, service level agreements, and other strategic planning documents. Ensures the DCS strategic plan and supporting documents sustain the long term objectives of the Data Center Facilities.

Gathers historical data and trends for power consumption in the Data Center environment for forecasting growth.

Promotes effective teamwork and supports professional development.

Ensures the results of the strategic plan can be tactically managed and tracked to achieve the following benefits: Cost savings through economies of scale and standardization; Consistent, reliable service and interfaces; Easier to pull together government wide data.

Provide input, feedback and help in developing DCS policies and procedures by consulting with DCS management and staff, researching and analyzing all pertinent issues and information, assessing impact on the provision of services to clients and determining the resources necessary for implementation to ensure cost efficient and effective provisioning of hardware and associated services.

5%-NC-E

Customer Assistance:

Fully understands DCS services, how they interoperate and are available for customer use and service delivery. Assists with the onboarding of new customers and staff by familiarizing them with Data Center standards, best practices, access policies and restrictions regarding the raised floor environment.

Proactively manages customer relationships at all levels. Anticipates communication needs which may arise for customers, team leads, peers, staff, and management by having all important plans, directions, business processes, and issues which may affect them,

documented and current. Ensures all problems, changes and requests are thoroughly documented.

Works through established Change Management processes to communicate and implement changes that affect the Data Center

Facilities environment including the raised floor. Helps answer questions, staff, vendors or customers may have regarding the operations of the Data Center Facility. Advises DCS staff, management and executive management on ways DCS can operate a more dependable and cost effective Data Center.

Utilizes DCS' ticketing system to manage work efforts, trouble tickets and to communicate work progress with customers as necessary.

100%

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Duties are performed in an office environment working at a computer terminal for long periods of time, working in or around noisy machinery. Business needs may require working irregular hours or shift work (24/7, weekends, evenings, holidays, and travel for job related purposes) in order to do work or make changes or maintenance that are not approved to be done during the hours of 6am – 6pm.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

• Data Center Standards Manual
• Vendor Supplied Manuals
• Operating Procedure Manuals
• Oregon Administrative Rules
• DAS Policies and Processes
• Statewide Policies and Processes
• PMBOK
• ITIL
• CoBIT

How are these guidelines used?

They provide general guidance and policy directions, and framework to the incumbent who must interpret and apply them as necessary for each application.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who	How	Purpose	How Often?
City, County, Federal and Private Citizens	In Person, by mail, email or telephone	Consulting and research	Daily
Management & Vendors	In Person, by mail, email or telephone	Problem resolution and recommendations	Daily
State Agency & Internal Staff	In Person, by mail, email or telephone	Troubleshooting	Daily

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Uses judgment in setting priorities for various Facilities related tasks and projects. The incumbent in this position must always consider the broad ramifications of decisions made on behalf of the state. If incorrect decisions are made, the efficient and effective utilization of state resources are at risk. Systems that are impacted by decisions made include those that are time sensitive, affect revenue, public safety and impact large numbers of Oregonians.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Information Technology Platforms and Systems Manager 2	2514884	In Person, by mail, email or telephone	Regularly	To ensure understanding of the system requirements and that all security measures are being enforced.
Information Technology Platforms and Systems Manager 2	2514884	In Person, by mail, email or telephone	Quarterly	Performance Evaluation

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain

professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

Additional skills, abilities and requirements:
• Employee is required to possess and maintain a valid driver's license issued by the state where the employee resides or provide an acceptable alternate mode of transportation.
• Employee is required to obtain and maintain CJIS clearance.
• Skilled in current technologies, system and process development methods, and the use of computing resources at all levels.
• Skills in establishing and maintaining effective working relationships with superiors, subordinates, peers and other agencies and the public.
• Strong technical analytical skills in a data-center environment.
• Skilled in explaining complex technical issues to non-technical customers.
• Requires demonstrated project management skills.
• Working knowledge of Data Center safety best practices
• 5+ years of Data Center operations experience
• Possesses an understanding of mechanical, electrical systems that are used in a data center environment including but not limited to: electrical distribution (power Distribution Units or PDUs), mechanical and electrical controls, diesel generators, backup power systems, HVAC systems, fire detection and suppression systems.
• Ability to operate hand and machine tools (hammer, drill, electrical tools etc.)
• Possesses critical thinking and complex problem solving skills.

Behavioral Expectations:
• Prepare for meetings, bringing issues and solutions for the team to resolve;
• Share in leadership, and actively support decisions made by the management team;
• Participate in cross-functional or problem solving teams as needed; and
• Adheres to all DAS policies and SDC policies, processes and procedures (i.e., Change/Incident/Asset/Problem/Request Management)

SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area   **Biennial Amount**   **Fund Type**

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

_____   _____
Employee   Date

_____   _____
Manager   Date

_____   _____
Appointing Authority   Date