State of Oregon Position Description

Company: Department of Administrative Services

Organization: Mainframe - DAS

Service Type: Representable Classified

Job Profile Title:	Information Systems Specialist 8	**Job Profile ID:**	C1488
Business Title:	Z/Os Storage Systems Arch	**Position ID:**	000000031453
Employee Name:	VACANT	**Company ID:**	10700
Representation:	OAS	**Budget Auth No:**	1223370

Location: Salem | DAS | State Data Center

Supervisor: Matthew Massey (Information Technology Platforms and Systems Manager 2)

Position: Information Systems Specialist 8

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
Enterprise Information Services (EIS) is a state government-wide information technology (IT) organization led by Oregon's State Chief Information Officer (CIO). The State CIO is a statutory position, appointed by the Governor, and works closely with the State Chief Operating Officer (COO) and state leadership on adoption of statewide IT policies, standards, and governance. EIS has independent statutory authority and is aligned with the Department of Administrative Services (DAS) budget. EIS has over 300 FTE and is funded by assessment and rates charged for the services provided.

EIS provides centralized oversight for enterprise-wide IT resource management, planning, policy, program development, project delivery and the establishment and maintenance of statewide IT standards. EIS provides training, and direction to ensure IT integrity, security, and consistency across state agencies by working closely with elected officials, political subdivisions, state agencies and IT leadership. The EIS team is built on collaboration, support, and accountability. 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. EIS is comprised of the following programs: Administrative Services, Cyber Security Services, Data Center Services, Data Governance and Transparency, Project Portfolio Performance, Shared Services, and Strategy and Design.

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:

Provide the highest levels of technical support in Enterprise Storage systems and associated subsystems on a statewide level in the Enterprise Information Services.

This position is designated as an "Essential Position" (State Policy #60.015.01) in all cases of official State office closures. The incumbent in this position is required to report to work in all cases of official notification of State office closures. Exceptions: previously approved vacation and absences. This position may be assigned tasks outside the normal position duties as needed to respond to the special conditions of the closures. If reporting to your normal work location is deemed too dangerous, then you must contact your supervisor to be reassigned to an alternate and/or remote location.

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.

10%-NC-NE

Customer Assistance:

Software – Diagnoses the most complex problems for all state agencies. Handles system abends and determines revenue and production losses. Ensures regulatory, safety and security requirements are met. Assists developers with storage related: planning, design, implementation, issues, monitoring and management. Helps establish and implement storage usage policies for applications.

20%-NC-E

Operations:

Software – Tests and installs the most complex new-to-the-industry technology. Determines the impact to existing systems. Modifies software to make versions compatible. Coordinates solutions between multiple agencies and other entities. Resolves resource competition issues. Assists with production control storage issues. Understands and helps build and update the mirrored storage disaster plan implementation.

30%-NC-E

Construction:

Software – Performs needs assessments and creates new and/or unusual business processes for agencies that have rapid change and no precedents.   Meshes software with a wide variety of hardware. Determines the final choice of vendors. Solves conflicting

system and version issues. Integrates changes and monitors system performance. Ensures interfaces with outside parties are operational. Is the System Architect responsible for resolving conflicts and coordinating satisfactory resolutions design, implement and support backup processes for all z-series data. Designs, monitors and manages SMS storage pools for Application and System data, assists in planning for storage hardware acquisition, configuration, initialization and implementation. Understands, Manages and maintains the replication processes for mirrored off-site Storage.

Install, tailor, implement and maintain software tools needed for storage management (CA-DISK, FDR, etc).

35%-NC-E

Planning:

Software –   Evaluates storage related software and determines compatibility. Performs cost/benefit analysis and recommends change. Knowledgeable of change and disaster planning processes.   Continually supplies management with status reports on all projects.

5%-R-NE

Other duties as assigned.

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

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 This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and video-conferencing.
Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for remote work, upon agency approval.

This position is suitable for remote work options.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability.

To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working remote shall:
• Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
• Comply with all agency policies, guidelines, and management directives.
• Maintain a professional demeanor in the performance of all duties.
• Meet and maintain performance expectations.
• Be available each week during established work hours, as determined by the business need.

DAS is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by DAS. 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.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

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

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. Incumbent must make decisions concerning the appropriate application and interpretation of policies and procedures that regularly relate to highly sensitive confidential matters. Used to determine correct operational procedures necessary for efficient operation of statewide computer systems and work processes and procedures to ensure a consistent quality of services. Assures compliance with correct rules and procedures in performing daily work assignments.

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?
EIS Leadership	In Person, by mail, email or telephone	Recommendations, gathering requirements, and collaboration.	Weekly
Management	In Person, by mail, email or telephone	Recommendations	Weekly
State Agency and Internal Staff	In Person, by mail, email or telephone	Consulting, troubleshooting, gathering requirements, and presenting solutions.	Daily
Vendors	In Person, by mail, email or telephone	Problem resolution	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

This position is responsible for ensuring the Mainframe z/OS Storage related systems and subsystems perform to optimum standards. Inaction or bad decisions may cause the systems to become inoperable to users on a statewide basis and could result in personal harm to clients and serious economic loss.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
IT Infrastructure Manager 3	2500064	In Person, by mail, email or telephone	Regularly	To ensure understanding of the system requirements and that all security measures are being enforced.
IT Infrastructure Manager 3	2500064	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. Also, you will be required to pass State Police CJIS Certification. 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.
• A solid technical background in current technologies, system and process development methods, and the use of computing resources at all levels.
• Skill in establishing and maintaining effective working relationships with superiors, subordinates, peers and other agencies and the public.
• Strong technical analytical skills.
• Ability to explain complex technical issues to non-technical customers.
• Skilled in working in a multiple LPAR Sysplexed environment.
• Skilled in z/OS storage systems and related software (CA-1 tape management, Disk formatting and implementation processes including LUN formatting to 3390 format Allocation)
• Skilled in usage and support of all types of datasets- including PS, VB, VBS, PDS, KSDS, ESDS, RRDS, PDSE, GDG, ICF catalogs,VVDS,VVR,VTOC,
• Skilled in HCD IODF creation and maintenance.
• Skilled in Configuration and support of an HDS DASD environment including HUR and ShadowImage replication.
• Skilled in SMS/DMS including coding and maintenance of ACS routines; maintenance of Storage Groups and other SMS constructs; DMS parameters and commands.
• Skilled in support of the Innovation FDR suite
• Skilled in Provisioning of VSAM and of Catalogs.
• Skilled in IBM virtual tape.
• Skilled in Monitoring and correcting system and application performance issues including using WLM and RMF and other tools.
• Skill in establishing and maintaining effective working relationships with superiors, subordinates, peers and other agencies and the public.
• Strong technical analytical skills.
• The ability to explain complex technical issues to non-technical customers.
• Requires demonstrated project management 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