STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
09/11/2024

Agency: Department of Administrative Services

Facility: Data Center Services

☐ New   ☒ Revised

This position is:
☒ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: ISS5		**b.** Classification	SR28-N
c. Effective Date: 09/11/2024		**d.** Position No:	41609
e. Working Title: Command Center Technician		**f.** Agency No:	10700
g. Section Title: Command Center operations		**h.** Budget Auth No:	971450
i. Employee Name:		**j.** Repr. Code:	OAS

k. Work Location (City – County):   Salem - Marion

l. Supervisor Name: Raymond Fosmark

m. Position: ☒ Permanent   ☐ Seasonal   ☐ Limited Duration   ☐ Academic Year
              ☐ Full-Time   ☐ Part-Time   ☐ Intermittent   ☐ Job Share

n. FLSA: ☐ Exempt   ☒ Non-Exempt | If Exempt: ☐ Executive ☐ Professional ☐ Administrative | **o.** Eligible for Overtime: ☒ Yes ☐ No

SECTION 2. PROGRAM AND POSITION INFORMATION

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

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.

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.

Command Center Operations is responsible for 24x7 support of all Mainframe, iSeries, and windows systems-based batch processes. This includes implementation of new batch jobs and applications, compilation of programs, and plans, executes and coordinates major batch system implementations. This team provides customer service, configuration, and maintenance, planning, monitoring and enforcing security on Enterprise-wide applications and network connectivity throughout the state of Oregon. Command Center Operations. also serves as the afterhours service desk for DCS and partner agencies.

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 highest technical-level, enterprise-wide, operating systems customer service, installation, configuration, maintenance, planning and security in the State Data Center. This position serves as the highest-level technical support in the DCS Command Center Operations Unit. Command Center Operations supports multiple agencies state-wide and critical areas such as financials, budgeting, procurement, payroll, and personnel. It provides after hours and weekend support of multiple state agency service desks and 24/7 disaster recovery and after-hours incident management support.

The main purpose of this position is to support, execute and monitor all Mainframe, iSeries, and Windows systems-based multiple agency batch processes, implement new batch jobs and applications, compile programs, and plan, execute and coordinate major batch system implementations. This position also provides customer service, configuration, maintenance, planning, monitoring, and enforcing security for DCS enterprise-wide operating systems. It supports the on-going maintenance of applications critical to

conducting State of Oregon business and building monitoring, enforcing of physical security controls for the State Data Center 24x7.

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 the normal work location is deemed too dangerous, then the person in this position must contact their supervisor to be reassigned to an alternate and/or remote location

SECTION 3. DESCRIPTION OF DUTIES

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.

% of Time	N/R/NC	E/NE	DUTIES
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".			
30%	NC	E	Diagnoses and evaluates connectivity, server, mainframe or iSeries systems problems on-site or via the phone and serves as the highest level of escalation point within the team for trouble tickets and calls. Researches recurring and widespread problems across multiple iSeries and mainframe logical partitions for state agencies. Coordinates and completes server reboots in order to restore services. Manages risks that could seriously impact agency-wide processes or uptime of their CICS regions and system availability. Monitors and restores mainframe connectivity to the State Print Plant. Configures and maintains job scheduling events, applications, jobs and date drivers. Runs simulations and systematic checks to resolve errors. Researches new and unique errors, documents resolutions and educates lower level staff on techniques for resolutions. Conducts formal training of team members and multiple agency staff. Evaluates hardware issues, conducts tests and collects data for diagnosis. Validates hardware repairs, tests for functionality. Analyzes hardware related error codes and diagnostic messages. Verifies and tests restoration of service across multiple hardware platforms. Restarts IBM System Networks Architecture connections to re-establish connectivity.
35%	R	E	Researches and analyzes alert messages and performance problems on a variety of systems and applications across mainframe, network, midrange, and server platforms, fixing and/or escalating problems as appropriate. Schedules, adds, removes and updates jobs and adjusts existing schedules as needed on mainframe, iSeries, and Windows platforms to control

			resource utilization and volume. Tunes job runs according to job guide instructions. Documents fixes and procedures for all staff members, maintains version control. Analyzes and modifies job control (JCL) programming language to allow jobs to be processed per agency requirements. Takes corrective action regarding file transfer protocol errors. Ensures Electronic Benefit Transfers are flowing through the Network data Mover application. Monitors physical security of the data center, follows procedures to ensure access controls are in effect. Provides high level after-hours service desk and incident management support and communications for agency outages and problems. Performs RACF resets and resumes. Preforms AD domain password resets and resumes for multiple agencies. Analyzes workload and workflow for maximum production effectiveness and run times. Designs and implements new applications and job streams. Compiles new programs, Panvalet, CICS transaction server and batch programs, mostly COBOL language. Identifies and resolves resource contentions by modifying job dependencies, initiator utilization and job priorities. Creates and maintains new definitions. Controls and maintains viewing access and security to confidential agency data reports. Performs regular maintenance to ensure optimum system performance. Manages access control groups to ensure security controls are in place to protect confidential reports for multiple agencies. Performs system IPLs to resolve major systems problems.
10%	NC	E	Assesses compatibility, dataset and resource conflict issues and creates solutions to these problems. Creates plans and simulations to ensure successful program implementations. Designs, maintains, and creates documentation and knowledge sharing platforms. Builds complex automated reports for statewide customers to provide critical batch process, implementation, job failure and incident reporting. Creates or modifies new telnet network protocol entries in the mainframe system tables. Automates new processes. Identifies version compatibility issues and assesses performance, creates proposals for addressing any issues. Tunes for optimum job performance and utilization of CPU time. Installs and configures scheduler graphical user interface software, configures connectivity and monitoring options. Creates change management requests, reviews and approves changes that may affect systems supported by Command Center Operations.
20%	R	E	Plans, facilitates and coordinates Enterprise-wide strategic resource utilization, disaster planning activities that include: • Disaster recovery media management, data recovery testing. • Develops goals, tactics, and strategies for statewide recovery of agency batch processes.

			• Analyzes statewide requirements for successful data recovery. • Creates plans, applications, and strategies for the execution of restore batch jobs, database recovery and data validation. • Develops and maintains strategic documents for the team supporting multiple state agencies in remote locations. • Executes backup processes for all team documentation. • Analyzes resource needs (hardware and software), creates work plans to ensure they are available when needed. Establishes compatibility/configuration planning and testing for new technologies for agencies in mixed environments with moderate changes.
5%	NC	NE	Other operational Duties as assigned.

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.

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.

This position is not suitable for remote work options and works at the central workplace in an office or cubicle work environment.

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

a. **List any established guidelines used in this 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
- Federal Guidelines (FTI, IRS, SSA, etc.

b. **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 Contacted	How	Purpose	How Often?
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".			
Management	In Person, by mail, email or telephone	Information Share	As needed
State Agency & internal staff	In Person, by mail, email or telephone	Problem resolution	Regularly
Sate Agency External Management and Staff	In Person, by mail, email or telephone	Problem resolution	Regularly
Vendor	In Person, by mail, email or telephone	Problem resolution	Regularly

SECTION 7. POSITION RELATED DECISION MAKING

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

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".				
Information Technology Platforms and Systems Manager 1	142585	In person	Monthly	Regular check ins; Review and progress of work
Information Technology Platforms and Systems Manager 1	142585	In person	Quarterly	Performance Evaluations

SECTION 9. OVERSIGHT FUNCTIONS   THIS SECTION IS FOR <u>SUPERVISORY</u> POSITIONS ONLY

a. How many employees are directly supervised by this position?   0

How many employees are supervised through a subordinate supervisor?   0

b. Which of the following activities does this position do?

- [ ] Plan work
- [ ] Assigns work
- [ ] Approves work
- [ ] Responds to grievances
- [ ] Disciplines and rewards

- [ ] Coordinates schedules
- [ ] Hires and discharges
- [ ] Recommends hiring
- [ ] Gives input for performance evaluations
- [ ] Prepares & signs performance evaluations

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: 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 for this position:
- Employee is required to obtain and maintain CJIS clearance.
- Highly skilled in the principles of network fundamentals, z/OS mainframe and iSeries operating systems, software and hardware standards and assessing impacts to statewide customers.
- Skills working with JCL, TSO, ISPF and mainframe and iSeries system monitoring tools.
- Device monitoring tools expertise (SolarWinds).
- Information system Management knowledge (Ivanti) and Incident Management skills.
- RACF knowledge.
- Service Desk or Help Desk support expertise.
- Highly skilled in working with mainframe batch scheduling software (CA WA ESP), virtual tape systems, and automatic tape libraries.
- The ability to perform system IPLs.
- Skilled in establishing and maintaining effective working relationships with superiors, subordinates, peers and other agencies and the public.
- Strong technical analytical skills in a secure data-center environment.
- Skilled in explaining complex technical issues to non-technical customers.
- Strong written and verbal communications skills.
- Strong customer service and multi-tasking skills.

Behavioral Expectations:
- Establish/maintain effective working relations w/other departments, divisions, contractors,
- 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
- Adhere to all statewide, DAS and EIS policies, processes, procedures, and safety practices.

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

Operating Area	Biennial Amount ($00000.00)	Fund Type
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".		

SECTION 11. ORGANIZATIONAL CHART

Attach a <u>current</u> organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

_____	_____	_____	_____
Employee Signature	Date	Supervisor Signature	Date

_____	_____
Appointing Authority Signature	Date