State of Oregon Position Description

Company: Department of Administrative Services
Organization: IBM Systems - DAS
Service Type:

SECTION 1. POSITION INFORMATION

Job Profile Title:	Information Systems Specialist 8	**Job Profile ID:**	1488
Business Title:	Information Systems Specialist 8 (Unfilled)	**Position ID:**	000000041611
Employee Name:		**Company ID:**	10700
Representation:	OAS	**Budget Auth No:**	971630

Location: Salem | DAS | State Data Center

Supervisor: Cara Kaser (Information Technology Infrastructure Manager 3)

Position:

Time Type: Full Time

FLSA: Exempt

Exempt Reason:

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 assessme---nt 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.

Mainframe Computing Services is responsible for the installation and maintenance of mainframe hardware, the mainframe operating system, and mainframe system software such as compilers, application development tools, job schedulers, database subsystems, and application transaction processing regions.

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 and architectural support in Enterprise IBM Z-OS operating systems and associated subsystems on a statewide level in the Data Center Services.

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

E

Customer Assistance:

Software – Diagnoses the most complex problems for all state agencies with regard to the mainframe. Handles system abends and determines systems engineering and architecture requirements. Handles system services interruptions on systems that provide critical services to multiple state agencies and external customers that include providers of public safety services.

20%

NC

E

Operations:

15% Software – Tests and installs the most complex new-to-the-industry technology in the IBM Mainframe environment. Determines the impact to existing systems both on Mainframe and on interconnected systems. Modifies system software to make versions compatible. Coordinates solutions between multiple agencies and other entities. Resolves resource competition issues.

5% Hardware - Manages hardware inventory on data center standard system, tracking through system upgrades, includes managing system gens for equipment upgrades. Tracks capacity on systems in order to provide for appropriate support to customers

30%

NC

E

Construction:

25% Software – Performs needs assessments and creates new and/or unusual business processes for agencies that have rapid change and no precedents. Is the System Architect responsible for resolving conflicts and coordinating satisfactory resolutions, ensures solutions meet data center standards. 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.

5% Hardware - Tests and installs, or coordinates installation with vendor, modern technology for Mainframe systems, ensuring that the changes are compatible with legacy installations and provide support of necessary new functions. Works with multiple customers to plan and implement hardware upgrades, modifications, or migrations

40%

NC

NE

Planning:

5% Communications – Develops and documents plans for system standardization coordinating with customers.

30% Software – Evaluates technology that is new to the industry and determines compatibility and the impact of change. Participates in planning for disaster planning processes. Monitors systems to assure proper resources are available for customer workloads and adjusts resources to accommodate utilization. Plans for acquisition of new technologies, e.g. operating system feature changes, storage virtualization, etc. Develops and documents plans for changes that impact customers. Plans shared environments that will allow multiple jurisdictions to share computing capacity that is integrated with external systems while maintaining proper segregation of data in order to support regulatory requirements and state standards.

5% Hardware – Evaluates technology that is new to the industry and determines compatibility and the impact of change. Monitors systems to assure proper resources are available for customer workloads and adjusts resources to accommodate utilization. Develops and documents plans for hardware changes that impact large and critical Mainframe systems. Must accommodate the needs of multiple customers in planning for hardware changes. Plans for and supports what is a new and sweeping consolidation effort for the state.

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. Business needs may require re-assignment to one of three shifts (days, swing or graveyard) and with short notice. This position is suitable for remote work options.

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.

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?
Management	In Person, by mail, email or telephone	Recommendations	Weekly
State Agency and Internal Staff	In Person, by mail, email or telephone	Troubleshooting	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 Z-OS (Mainframe) based 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
ITIM 3	4003405	In Person, by mail, email or telephone	Regularly	To ensure understanding of the system requirements and that all security measures are being enforced.
ITIM 3	4003405	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
• Thorough knowledge of z/OS operating system and related system components
• Experience in a shared services mainframe environment
• Advanced knowledge in SMPE, HCD(IOCP and MVSCP gens), JES2, SDSF, SMS, operating system utilities, dumps, and traces
• Knowledge in CICS, DB2, IMS, and/or TCPIP
• Skilled 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 in a data center environment.
• The ability to explain complex technical issues to non-technical customers.

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