**STATE OF OREGON
POSITION DESCRIPTION**

**Position Revised Date:
August 21, 2023**

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

Agency: The Department of Administrative Services

Division: DAS Information Technology Division

☐ New   ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Information Systems Spec. 5		**b.** Classification No:	C1485
c. Effective Date: July 1, 1991		**d.** Position No:	0560007
e. Working Title: Level II Support Technician		**f.** Agency No:	10700
g. Section Title: DAS Information Technology		**h.** Budget Auth No:	00003840
i. Employee Name: Vacant		**j.** Repr. Code:	OAS

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

l. Supervisor Name: David Black

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 is the central administrative agency of Oregon state government. Our mission is to support state government to serve the people of Oregon.

DAS works to effectively implement the policy and financial decisions made by the Governor and the Oregon Legislature. The department also sets and monitors high standards of accountability to ensure that state government uses tax dollars productively. As part of this effort, DAS works with private enterprise, citizens, and other government entities to develop an efficient service delivery system.

To fulfill its mission, DAS supports state agencies by providing a strong and 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.

DAS IT is a central component of DAS and reports to the DAS Chief Information Officer who reports directly to the DAS Director. DAS IT provides internal support to the divisions in DAS, as well as 20 small agencies, boards and commissions. Our purpose is to bring people and technology together by providing reliable service, accurate information, and creative solutions within an agile organization that is able to meet current and future challenges.

DAS IT is comprised of over 40 FTE and consists of the following units: Office of the DAS Chief Information Officer, IT Solutions & Application Delivery, Security & Risk Management, IT PMO & Governance, Purchasing and Contracts, and Technology Operations. DAS IT provides the technology systems and services that support more than 1300 staff and 2500 devices deployed across the state, and the service desk responds to over 12,000 tickets each year. In addition, the Office of the Chief Information Officer provides management support for IT projects, integration services, systems architecture, database services, IT assets and change management, while also coordinating network and computing operations with the Oregon State Data Center.

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:**

The Tier II Service Desk Technician provides technical support for network, desktop, and portable devices, including associated applications and systems, to all DAS and DAS Client-Agency employees. Working with and through DAS IT Tier 1 and Tier 3 teams, the Tier II Service Desk receives escalations from Tier I and troubleshoots and resolves complex technical problems through to resolution.

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".			
50%	R	E	**Customer Assistance:** • Provides Tier 2 technical support for LAN, server, desktop, and portable devices, applications, and operating systems to all DAS and DAS Client-Agency employees in a variety of locations. Working with and through DAS IT support teams, EIS, and associated vendors to troubleshoot and resolve associated technical problems. • Respond to customer and staff requests via email or phone by gathering requirements, or troubleshooting incident. Document customer problem details and troubleshooting details that were used to resolve the ticket or escalate to appropriate team including DAS IT Tier 3, Application Development team, team lead, or manager. • Build rapport with service desk customers. • Assisting in providing Level I support when request volumes are high. • Responds to customer request via escalation from Level I Service Desk. Follows-up with customers to ensure that the customers' problem is solved. Coordinates with customer for scheduling any on-site appointments, ticket resolution and closure. • Analyze error codes and/or diagnostic messages to diagnose and solve incidents • Record, track, and document the service desk incident-solving process, including all successful and unsuccessful decisions made and actions taken, through to final resolution. • Maintains an action plan for problem resolution by initiating and tracking problem assignments to technical resources, and by keeping the customer updated on the status of problem resolution. • Document processes for troubleshooting common issues and add to DAS IT Knowledge Base. • Contribute to DAS IT knowledgebase and training.

				• Develop help sheets and FAQ lists for end users. Communicates documented DAS IT procedures and standards. • Use remote tools and diagnostic utilities to aid in troubleshooting. • Perform hands-on fixes at the desktop level when remote tools are not appropriate, including hardware repairs, delivery of peripherals, or other fixes as determined. • Research solutions through internal and external knowledgebase. • Reinforce SLAs to manage end-user expectations. • Perform post-resolution follow-ups with Level I Technicians.
35%	R	E		**Operations**: • Participates in staff meetings, vendor meetings, and technology planning sessions to collaboratively problem-solve with DAS IT staff, customers and vendors to affect change or prevent future information technology disasters. • Participates in cross-functional or problem solving teams, as needed, in a variety of physical locations to identify, gather detail, and suggest solutions in planning and collaborative problem solving sessions. • Install antivirus software and ensure virus definitions are up to date. • Test fixes to ensure problem has been adequately resolved. • Ensures wall patch to patch panel cable management is maintained through proper labeling. • Ensures all IT assets in environment is asset tagged. Confirms and provides asset information as needed to designated asset management personnel. • Participates in section moves: packs-up equipment and moves it to new location, prepares work area for incoming staff by planning for network additions, hooking up equipment, installing software, etc. Informs the Service Desk or asset management personnel of all equipment moves and location changes as part of an overall desktop inventory management process. • Installs operating systems or refreshed images based on the DAS standard image and or workgroup and machine-based images. • Installs, configures and maintains hardware and software: file applications, print servers, desktop and portable devices, peripheral hardware, operating system software, standard application software, peripheral driver software, and custom application software. • Maintains effective, timely, and clear communications about issues with the customer desktop environment with DAS IT leadership, coworkers, vendors, and customer staff. • Maintains clean working area at customer sites and coordinates with the Service Desk or asset management personnel the disposal of customer desktop assets. • Maintains detailed knowledge of customer site to include networking equipment closets, cable management, VLANs, desktop applications, network topology, printing and scanning operations. • Deploys file applications, switches, desktop and portable devices, peripheral hardware, operating system software, standard application software, peripheral driver software, and custom application software. • Replaces and/or upgrades outdated hardware and software. • Triage and/or fulfill requests that are submitted to the DAS IT (i.e. firewall request, new user request, etc.)

10%	R	E	**Construction**: • Develops standard approach to solving known and new incidents and service requests. • Advises and works directly with all DAS and DAS Client-Agencies on refining procurement and deployment processes. • Provide suggestions for continual improvement. • Works with DAS and DAS Client-Agencies to create replacement plans for outdated file applications, servers, switches, desktop and portable devices, peripheral hardware, and operating system software. • Creates comprehensive technical and end-user documentation for new systems. • Identify procedures that need to be documented for all Help Desk team members, develop procedures to incorporate into DAS IT knowledge repository. Develop, updated and review Service Desk procedures as technology changes. Add to DAS IT Service Desk standard operating procedures and the knowledge repository as needed. **Planning**: • Participate in DAS IT Change Management to ensure the service desk is prepared for proposed technical changes. • Utilize ITSM data to highlight potential common problems resulting in incidents, wasted time, or effort.
5%	R	E	• 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.

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 IT 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 IT. 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.
- Vendor Supplied Manuals
- DAS IT Standard Operating Procedure Manuals
- Oregon Administrative Rules
- DAS Policies and Processes
- Statewide Policies and Processes
- DAS IT Processes and Procedures
- Statewide Information Technology Rules and Polices
- System Documentation

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.

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".			
Section and division staff	In person, in writing, by phone, by e-mail	Triaging and problem resolution	Daily
DAS Managers and Leads	In person, in writing, by phone, by e-mail	Resolve Issues	Daily

| Agency Customers and Client Agencies | In person, in writing, by phone, by e-mail | Resolve Issues | Daily |
| Contractors | In person, in writing, by phone, by e-mail | Resolve Issues | As needed |

SECTION 7. POSITION RELATED DECISION MAKING

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

The Level II Technician assesses complex end user technical incidents. There is an established decision making process and associated "Customer First" mindset that DAS IT embodies in its daily work. Poor decisions could result in unnecessary delay, customer dissatisfaction and failure to meet agency product, time and service requirements. The decisions of this position, as it pertains to processes and procedures, will entail critical thinking, conformance to standards and good judgment. Errors could cause miscommunication, and failure to follow important directions ultimately leading to possible loss of availability and reliability in DAS products and services.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
PEM E X7008	0414876	In person & in writing	Daily/Weekly	To ensure understanding of the system requirements and that all security measures are being enforced.
		Written / in person	Annual	Performance Evaluation

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

a. How many employees are directly supervised by this position?   N/A

   How many employees are supervised through a subordinate supervisor?   _____

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

   ☐ Plan work   ☐ Coordinates schedules
   ☐ Assigns work   ☐ Hires and discharges
   ☐ Approves work   ☐ Recommends hiring
   ☐ Responds to grievances   ☐ Gives input for performance evaluations
   ☐ Disciplines and rewards   ☐ 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. 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.
- This position requires general knowledge of and/or skill in current information system technologies and their practical applications, coupled with effective verbal and written communications 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 EIS policies, processes and procedures (i.e., Change/Incident/Asset/Problem/Request Management)

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".

NA		

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.

SECTION 12. SIGNATURES

_____	_____	_____	_____
Employee Signature	Date	Supervisor Signature	Date

_____   _____
Appointing Authority Signature   Date