STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
August 2026

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

Agency: Department of Administrative Services

Facility: DAS IT

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	Information Systems Specialist 6	**b.** Classification No:	C1486
c. Working Title:	Productivity Platform Engineer	**d.** PPDB No/WD ID:	0530074
e. Section Title:	End User Technologies	**f.** Agency No:	10700
g. Employee Name:	Vacant	**h.** Budget Auth No:	3670
i. Supervisor Name:	Daniel Zinck	**j.** Repr. Code:	OAS

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

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

m. FLSA:
☐ Exempt
☒ Non-Exempt

If Exempt:
☐ Executive/Supervisory
☐ Administrative
☐ Professional
☐ Computer

n. 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 Oregon Department of Administrative Services (DAS) is dedicated to enhancing the efficient and effective use of state resources. Our mission is to support government operations through the delivery of essential services and centralized infrastructure. DAS plays a critical role in helping state agencies and policymakers achieve their goals, benefiting Oregonians across the state. Together we:

- Provide centralized government infrastructure services such as purchasing, risk management, facilities management, surplus property, and motor fleet operations.
- Establish statewide policies, conduct performance reviews, and ensure agency compliance.

- Lead the implementation of statewide performance measurement programs to drive continuous improvement.
- Support workforce development and training for state employees to foster a skilled, adaptable team.
- Manage personnel systems that encourage fair, responsive, and cost-effective human resource practices.
- Deliver objective, credible management information and analysis to policymakers for informed decision-making.
- Operate statewide financial and administrative systems to ensure accountability and transparency.

We strive to provide the foundation and leadership needed for effective government, partnering with agencies, partners and Oregonians to serve the people of Oregon.

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 small agencies, boards and commissions. In service of DAS's mission to lead state agencies through collaboration, DAS IT matures enterprise technology governance, optimizes technology investments, and delivers secure and innovative solutions. Our purpose is to bring people and technology together, providing reliable, user-friendly service within an agile organization that meets current and future challenges.

DAS IT provides the technology systems and services that support more than 1,300 staff and 2,500 devices deployed across the state, and the service desk responds to over 12,000 tickets each year. The End User Technologies team owns the workforce-experience layer of DAS IT, organized around two capability pillars: endpoint engineering and management, and productivity and collaboration. This position owns the engineering of the productivity pillar (the Microsoft 365 collaboration services the team is responsible for, including Teams, SharePoint Online, OneDrive, and Exchange Online; the content and workspace lifecycle; AI productivity through M365 Copilot; workplace automation through Power Platform; and administration of business web applications such as Box and Smartsheet) within the architecture and standards set by the Digital Workplace Architect. The team consumes but does not own identity and access (Entra), endpoint security posture, certificate services, the ITSM/ITAM platform, and network services, provided by Infrastructure & Systems Engineering, EIS Data Center Services, and EIS Cybersecurity.

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:

Serve as the engineering owner of the DAS productivity and collaboration platform. This includes the responsibility to:

- Engineer, configure, and continuously improve the Microsoft 365 services the team owns including: MS Teams (including meetings and conferencing integration), SharePoint Online (site architecture, document libraries, permissions, sync), OneDrive, and Exchange Online configuration, plus the content and workspace lifecycle.
- Engineer the M365 Copilot rollout which includes responsibility to implement the governance framework, prepare data-security prerequisites (permissions hygiene, oversharing remediation), configure and wave the deployment, and instrument usage analytics.

- Build and operate the Power Platform workplace-automation environment: environments and DLP guardrails, citizen-developer enablement, and the intake/support model for low-code solutions.
- Administer the business web applications assigned to the team (Box.com, Smartsheet etc).
- Serve as the productivity pillar's senior troubleshooting resource and the engineering depth behind the team's M365/SPO/Copilot consultation service, keeping these tools reliable and user-friendly for the DAS workforce.

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
20%	N	E	**Customer Assistance** • Provides third-level support for the productivity and collaboration environment, resolving complex, escalated problems (SharePoint Online permissions and sync failures, Teams meeting and conferencing issues, OneDrive and Exchange Online integration problems, Copilot behavior and grounding questions, Power Platform solution failures, Box/Smartsheet access issues) that Tier 1/Tier 2 and the team's specialists cannot resolve. • Provides expert consultation to DAS and client-agency customers on Microsoft 365, SharePoint Online, and Copilot usage patterns (the engineering depth behind the team's consultation service, with frontline adoption support delivered by the Knowledge & Adoption Specialist). • Coordinates with Microsoft and other vendors on service incidents and support cases. • Triages productivity-service vulnerabilities and misconfigurations and engineers remediation, and documents platform troubleshooting knowledge for the team knowledge base.
35%	N	E	**Operations** • Administers and operates the productivity platform day to day: tenant-level service configuration for the Microsoft 365 services the team owns (Teams policies and meeting settings, SharePoint Online site and storage administration, OneDrive sync and sharing policies, Exchange Online client-facing configuration), monitoring service health and message-center changes and assessing their impact on DAS. • Operates the content and workspace lifecycle: site provisioning and decommissioning, permissions and sharing hygiene, coordination with records/information-governance owners.

Note: *If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*

			• Operates Copilot service administration: license assignment workflows, usage and adoption analytics, governance-control monitoring. Operates the Power Platform environment: environment administration, data-loss-prevention policy enforcement, connector governance, solution intake, and support for citizen-developed solutions. • Administers the Web Application Administration service: adds and removes users, and administers permissions within the organizational file structure. • Operational practices must comply with EIS security standards, Microsoft 365/Copilot/Power Platform governance best practices, and DAS policy.
30%	N	E	**Construction** • Engineers new productivity capabilities within the architecture and standards set by the Digital Workplace Architect: designs and builds SharePoint Online information architecture (site structures, libraries, permission models, sync topology), Teams and conferencing configurations, and Exchange/OneDrive integration patterns. • Implements the Copilot governance framework designed for the agency: permissions remediation at scale, sensitivity-label and data-protection prerequisites, deployment waves, and adoption instrumentation. • Builds the Power Platform guardrail framework: environment strategy, data-loss-prevention policies, managed connectors, application-lifecycle-management patterns for promoted solutions, and reusable templates for citizen developers. Builds automation for productivity-service administration (PowerShell, Microsoft Graph, Power Automate) that makes provisioning, permissioning, and reporting repeatable at scale. • Performs business analysis and requirements gathering for productivity solutions, researches compatibility and integration issues, and pilots and tests capabilities new to the State. • Creates specifications and provides subject-matter expertise for vendor and tool selection, and writes engineering documentation and implementation plans.
10%	N	NE	**Planning** • Contributes productivity-platform expertise to the multi-year digital-workplace roadmap owned by the Digital Workplace Architect: evaluation of emerging collaboration, artificial-intelligence productivity, and low-code technologies; adoption sequencing recommendations; and capacity/licensing planning for the Microsoft 365, Copilot, Power Platform, and web-application estates. • Coordinates productivity project plans (multi-site, multi-vendor; tasks, owners, timeframes).

			• Develops service descriptions, support plans, and technical documentation for productivity services; ensures changes are managed according to project, release, and change-management best practices. • Participates in disaster-recovery and service-continuity planning for productivity services.
5%	N	NE	**Other Duties As Assigned** • Participate in continuous improvement efforts, both by maintaining and building personal technical skills and by identifying and implementing improvements to the team's technology, tools, and processes. • Other 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 management, staff, and customers both internal and external to the organization, and 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 administers services holding sensitive agency content and configures the data-protection controls governing AI access to it. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and frequent interruptions are common. Tenant changes and service maintenance frequently require evening or weekend windows that cannot be performed during business hours, and service-impacting incidents can require urgent response. Occasional travel between DAS and client-agency locations is required. 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 with onsite presence as scheduled.
DAS IT is committed to diversity. 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; and 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, including 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.

- EIS (Enterprise Information Services) statewide information security standards and IT policies — https://www.oregon.gov/eis/pages/policies.aspx
- DAS policies — https://www.oregon.gov/das/pages/policies.aspx

- Microsoft 365, Copilot, and Power Platform governance and security best practices
- CIS Benchmarks and NIST-aligned Microsoft 365 configuration baselines (set with EIS)
- End User Technologies architecture, standards, and design patterns (set by the Digital Workplace Architect)
- EIS Data Center Services (DCS) Service Catalog and Customer/DCS Roles & Responsibilities
- EIS Cyber Security Services (CSS) Service Catalog
- Public-records, retention, and information-governance requirements applicable to collaboration content
- Vendor Supplied Manuals; Operating Procedure Manuals
- Oregon Administrative Rules; DAS Department Rules; Statewide Policies and Processes
- IT Service Management best practices (ITIL)
- System Documentation and the DAS IT Knowledge Base
- SLAs with all DAS-IT customers

b. How are these guidelines used?

They provide the architecture, governance frameworks, security baselines, and records requirements within which this position engineers and operates the productivity and collaboration platform for DAS and DAS client agencies.

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?
Section and division staff	In person, virtually, phone, e-mail	Platform engineering coordination, escalated troubleshooting	Daily
DAS Managers and Leads / Digital Workplace Architect	In person, virtually, phone, e-mail	Design review, technical direction, progress of work	Daily, Weekly or as needed
Agency Customers and Client Agencies	In person, virtually, phone, e-mail	Consultation, requirements, escalated support	Daily
Records / information-governance owners	In person, virtually, phone, e-mail	Content lifecycle, retention, and governance coordination	As needed
Service desk (Tier 1/Tier 2) staff	In person, virtually, phone, e-mail	Escalations, platform knowledge transfer	Daily
EIS (DCS / CSS)	In person, virtually, phone, e-mail	Security baselines, service coordination	As needed

Note: *If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".*

Contractors / Vendors (Microsoft, Box, Smartsheet, resellers)	In person, virtually, phone, e-mail	Support cases, licensing, evaluation	Weekly or as needed

SECTION 7. POSITION RELATED DECISION MAKING

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

This position makes platform-level engineering decisions for the DAS productivity and collaboration environment within the architecture set by the Digital Workplace Architect: how M365 services are configured and operated; how SharePoint information architecture, permissions, and sharing are structured; how Copilot governance controls and deployment waves are implemented; which Power Platform solutions and connectors are permitted under the guardrail framework; and how the team's web applications are licensed and permissioned. Because these decisions govern the collaboration content and AI access of every DAS employee, sound decisions enable productivity while protecting sensitive data; incorrect decisions can expose confidential content, disrupt collaboration statewide, or allow ungoverned automation. All decisions must comply with EIS security standards, records requirements, and DAS policy.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Information Technology Manager 2	0414876 / 000000045277	In person, virtually, phone, e-mail	Weekly or as needed; Quarterly	Review and progress of work; performance evaluations

SECTION 9. OVERSIGHT FUNCTIONS THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

a. How many employees are directly supervised by this position? _____
How many employees are supervised through a subordinate supervisor? _____

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. 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.

Additional skills, abilities and requirements:

- Highly skilled in Microsoft 365 service engineering and administration: Teams, SharePoint Online (information architecture, permissions, sync), OneDrive, and Exchange Online client-facing configuration.
- Skilled in M365 Copilot enablement: governance implementation, permissions/oversharing remediation, sensitivity labels and data protection, deployment waves, and usage analytics.
- Skilled in Power Platform administration and governance: environments, DLP policies, connector governance, ALM for promoted solutions, and citizen-developer enablement.
- Skilled in productivity-platform automation (PowerShell, Microsoft Graph, Power Automate) for provisioning, permissioning, and reporting at scale.
- Skilled in SaaS application administration (e.g., Box, Smartsheet): licensing, user lifecycle, and organizational permissions.
- Familiar with records, retention, and information-governance practices for collaboration content.
- Experienced in incident and problem management using ITSM tooling.
- The ability to explain complex technical issues to non-technical customers, and to establish and maintain effective working relationships with superiors, peers, other agencies, and the public.

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 current 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		