State of Oregon Position Description

Company: Department of Administrative Services

Organization: Integrations - DAS

Service Type:

SECTION 1. POSITION INFORMATION

Job Profile Title:	Information Systems Specialist 6	**Job Profile ID:**	1486
Business Title:	Applications Integration Engineer (2500002) (Unfilled)	**Position ID:**	000000159409
Employee Name:		**Company ID:**	10700
Representation:	OAS	**Budget Auth No:**	1415753

Location:	Salem | DAS | General Services Building
Supervisor:	Daniel Zinck (Information Technology Manager 2)
Position:	
Time Type:	Full Time
FLSA:	Non Exempt
Exempt Reason:	Computer Employee 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.

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.

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.

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:

This position is part of the DAS IT Organization and provides IT application and system integration support to DAS and DAS client agencies, including but not limited to SaaS, custom built, COTS and client server and web applications, as well as support for both new development and on-going maintenance of existing applications critical to conducting the business of the State of Oregon. This position's role is to design, support and maintain integrations and integration platforms that allows for legacy applications to integrate seamlessly with modern applications, with the progression of the DAS Modernization effort. Applications support critical areas of DAS such as statewide financials, budgeting, procurement, payroll, personnel, the Governor's and Legislative Fiscal Offices as well as many smaller Boards and Commissions.

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.

Job Description

25% - N - E

Customer Assistance:
- Perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully.
- Develop good working relationships with agency staff and supervisors through active participation in accomplishing group projects and in identifying and collaborating to resolve problems in a constructive manner.
- Respond to customer, staff requests incident in 24 hours.
- Enter customer problem details and troubleshooting details that were used to resolve the ticket or if needed escalated to State Data Center or other DAS IT staff, team lead or manager.
- Follow-up with customer to ensure that solution implemented solved customer problem.
- Incident Management - employ trouble-shooting techniques to solve the customer request or escalate to team lead or Manager.
- Problem Management - utilize system logs to evaluate problems and determine root cause and propose solutions for resolution.
- Drafts communication for customers regarding service interruptions, outages, or system errors.

Software
- Document procedures for diagnosing and solving problems that involve using multiple programming languages and techniques in a complex environment composed of integrated new and existing applications residing on a diverse population of servers.
- Support critical applications by providing guidance, instructions and detailed specifications to ISS staff. Specifications must consider system security, system performance and efficient integration of new code.

Data
- Trouble shoot problems and coordinate problem solving efforts with applications staff, other state agency staff and vendors.
- Assist with performance tuning on databases.

40% - N - E Operations:

Communications

- Engage in team participation and collaboration through the willingness to assist and support co-workers, supervisors, and other work-related associations.
- Demonstrate openness to constructive criticism and suggestions to strengthen work performance.
- Enter customer problem details and troubleshooting details that were used to resolve the ticket or if needed escalated to State Data Center or other DAS IT staff, team lead or manager.
- Follow-up with customer to ensure that solution implemented solved customer problem.
- Build relationships with software development and engineering teams to gain an understanding of application architectures and required functionality.
- Build relationships with vendors of application software deployed in the organization's IT environment to learn about and provide feedback on their technical integration capabilities.

Software (operating and applications)
- Coordinate the implementation of software releases, requiring organized and timely contacts with Product Owners and users, software developers, DBAs and IT Operations staff.
- Ensure that documentation for operations is completed and accurate. Provide programming support, documentation, and on-going operational procedures.
- Design, develop and test software fixes and enhancements based on team standards, user requests and vendor specific solutions.
- Evaluate existing programming for efficiencies and suggest changes to user and technical communities.
- Ensure that changes to applications are compatible within that application and compatible with other systems.

Data
- Monitor log data, such as deployment logging, system, infrastructure and application logging, App Service logs, etc.
- Identify problems with performance and determine the cause, recommend implementation solutions.
- Use GitHub to collaborate with other developers on software projects, using features such as branching, merging, and code reviews.

30% - N - E Construction (new):

Software (Integrations O&A)
- Research and make recommendations on integration products and services in support of procurement and development efforts. Meet with Product Owners as well as internal and external users to understand business needs and requirements and translate them into user stories.
- Create and run automated unit, integration, and system tests to reduce manual effort and improve product quality. Perform manual testing when automated testing is not present.
- Participate in design and code reviews.
- Assist with program and system debugging.
- Collaborate with analysts, designers, and system owners in the testing of newly integrated software programs and applications.
- Assist in integration-testing phase of software and applications under development in order to identify and remedy potential problem areas.
- Liaise with software developers and engineers to address issues in program logic and the interoperability of new applications with existing systems software.
- Participate in integration testing phase of software and applications under development to identify and remedy potential problem areas.
- Develop and maintain APIs and managed APIs services.
- Prepare and maintain standards documentation in accordance with the DAS IT Integration Team processes, procedures, and standards. Documentation must include any needed changes to the Disaster Recovery Plan.
- Develop training materials. Train users in the functionality and security of applications and the associated databases.
- Plan and secure the approval of the Product Owner to work iteratively and to release working software as quickly and frequently as possible.
- Review functional requirements and determine how to implement them most effectively into new or existing software applications. Analyze their impact on software design and project schedule. Analysis includes examining alternatives and evaluating the cost of solutions in terms of time and dollars.
- Design, analyze and document complex integrations requirements by working with agency personnel to determine what information is needed and how it can be most effectively implemented into new or existing software applications. Analysis includes examining alternatives and evaluating the cost of solutions in terms of time and cost.
- During design phase, considers the impact of the changes on the overall system performance and anticipates any workload issues.

- Continually develop skills and stay informed on new developments in integration technology.
- Develop, and deploy solutions within the organization's architectural principles, policies, and guidelines.

Data
- Participates in the design of databases on multiple platforms to ensure that data redundancy is avoided, and optimum performance is obtained.
- Code, test and implement new SQL procedures and changes to existing SQL database functions, triggers and procedures.
- Considers the security requirements of systems and works with higher ISS staff to ensure those requirements are built into the database design.
- Defines problems, coordinates resolution and tracks project schedules that involve multiple databases.
- In planning for a new database or system change, must consider Microsoft SQL Server security and the possibility of users external to the agency.

5% - N - NE 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 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 videoconferencing.

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

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

• DAS Policies, Rules, and Procedures
• Oregon Revised Statutes
• Oregon Administrative Rules
• DAS Department Rules
• Statewide Policies and Processes
• IT Standards

- DAS-IT processes and procedures
- Enterprise Information Services Statewide Security Standards
- Criminal Justice Information (CJIS) Rules, Regulations and Security Policies
- Oregon State Police Rules and Regulations
- DAS IT Processes, Procedures, and Standards
- DAS IT Application Delivery Team Processes, Procedures, and Standards
- Vendor Supplied Manuals
- IT Service Management best practices (ITIL, ISO 20000, ISO 9000, COBIT, etc.)

How are these guidelines used?

They provide general guidance and policy direction, as well as application development technical standards, to deliver application development and support services to 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	How	Purpose	How Often?
DAS IT Managers and Leads	In Person, by mail, email or telephone	Problem resolution; recommendations; Regular check ins; Review and progress of work	Daily
Section and division staff	In Person, by mail, email or telephone	Troubleshooting	As Needed
State Agency External Management & Staff	In Person, by mail, email or telephone	Problem resolution	As Needed
Vendors, Contractor	In Person, by mail, email or telephone	Problem resolution	As Needed

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 providing software expertise in IT Service Delivery and IT Business Controls. It must always consider the broad ramifications of decisions made on behalf of the state. If incorrect decisions are made, the efficient and effective utilization of state resources are at risk.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Information Technology Manager 2	0414876	In Person, by mail, email or telephone	Weekly	Regular check ins; Review and progress of work
Information Technology Manager-2	0414876	In Person, by mail, email or telephone	Quarterly	Performance Evaluations

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:

1. Required experience.
Must be skilled in and have demonstrated experience and ability to program/utilize the following:
• Experience with C#
• Experience with .NET
• Experience with PowerShell
• Experience with JavaScript, jQuery, python, Java
• Experience with Git
• Experience developing CI/CD workflows and tools.
• Experience with AAD (Azure Active Directory)

2. Desired attributes and skills
• Experience creating reports using SSRS (SQL Server Reporting Services) and BI (business intelligence) tools.
• Strong collaboration skills, with a demonstrated ability to work well as part of a team.
• Strong analytical and troubleshooting skills.
• Ability to investigate and analyze information, and to draw conclusions.
• Flexibility, adaptability, and desire to learn new languages and technologies.
• Strong verbal and written communication skills, ability to voice opinions with clear rationale based on data and factual evidence.
• Familiarity with a variety of SDLC principles and methodologies including Agile Development
• Experience with GitHub workflows in YAML
• Experience with AWS, Azure, Docker
• Experience with automation scripting
• Experience in configuration management, test-driven development, and release management.
• Experiencing configuring IIS and web application firewalls

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