



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
February 2025

Agency: Department of Geology & Mineral Industries

Facility: Albany Office - Mined Land Regulation and Reclamation Program

☐ 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: Information Systems Specialist 5

b. Classification No: 1485

c. Effective Date: _____

d. Position No: 6322167

e. Working Title: MLRR IT Support Specialist

f. Agency No: 632000

g. Section Title: MLRR Program

h. Budget Auth No: _____

i. Employee Name: VACANT

j. Repr. Code: OAD

k. Work Location (City – County): Albany - Linn

l. Supervisor Name: Sarah L. Lewis

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

n. FLSA: ☐ Non -Exempt ☒ Exempt
If Exempt: ☐ Executive ☐ Professional ☐ Administrative ☒ Computer

o. Eligible for Overtime: ☒ No ☐ Yes

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 Geology and Mineral Industries' mission is to provide earth science information and regulation to make Oregonians safe and prosperous. The mission is implemented via two primary programs and a variety of mission areas and regulatory programs.

The Geological Survey and Services Program (GSS) conducts geoscience surveys of the state, serves as the cost-effective centralized source of geoscientific information in Oregon for the public and for government, and forms partnerships for the effective use of that information to reduce risk.

The Mineral Land Regulation and Reclamation Program (MLRR) is responsible for implementing the state's statutes and rules protecting the environment and reclamation relating to exploration and development of mineral and energy resources. It also serves as a cost-effective steward of mineral production with attention paid to economic development, environment, reclamation, conservation, and other engineering and technical issues.

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:

This position is responsible for all areas of information technology maintenance, monitoring, upgrading, and training for the Mineral Land Regulation and Reclamation (MLRR) program. This position is the lead information technology support, training, problem resolution, and implementation coordinator for the ePermitting system and other program software. This position is supervised by the MLRR Program Manager and works closely with the agency IT lead.

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
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.</i>			
55%	R	E	Customer Assistance - IT primary point of contact for Albany office and MLRR staff on all technical issues and incidents. Acts as agency point of contact as assigned. - First contact for staff with requests, concerns, troubleshooting and regular use of the ePermitting system. Answers routine, unusual and complex questions from internal and external users and diagnoses problems, troubleshooting issues beyond the scope of users knowledgebase. - Responsible for resolving issues with desktop/laptop computers, VOIP phones, printers, scanners, and other peripherals. - Responsible for the physical repair of hardware devices. - Resets passwords, sets up new users, re-enables disabled accounts, diagnoses user problems with communications, hardware, and software, tracks and reports problems. - Maintains IT systems and provides user training on phones, video conferencing, remote access and other program hardware and software. - Contacts EIS, vendors and other external entities to coordinate problem solutions in assigned areas. - Tracks issues, reports on progress and maintains status and resolution details in helpdesk system. - Maintains current working knowledge of primary agency user software programs and creates and updates help files and how-to documents for customers for basic computing tasks. - Manages the deployment of new end user software products and services by working with vendors and other partners. - Performs regular workstation upgrades for agency equipment.

25%	R	E	Operations • Manages MLRR local file storage structure and security access rules in coordination with the Agency IT Lead • Maintains on-site server (applies patches, upgrades, and physical monitoring) for virtual operating system for remote access. • Maintains and monitors wireless network. • Maintains asset inventory for MLRR Program. • Provide input and recommendations during regular planning meetings with managers and staff to provide information technology related information to leadership to inform and support overall system decisions. • Create documentation for user support, instruction and ePermitting system maintenance. • Generate system and data reports on ePermitting and other MLRR IT functions.
15%	R	E	Construction • For development and implementation of the ePermitting system, works in coordination with vendor, state agency partners and DOGAMI staff to build implementation plan, creates documentation, job aids and training plans. • Conducts business analysis/research and needs assessments related to ePermitting and other special projects. • In coordination with Agency IT lead, introduces new technology and customizes it for the agency infrastructure and staff capabilities. • Document training needs based on current & emerging data processing systems. Obtain information on vendor supplied training to determine if it will meet objectives and needs. Obtain information about and advise management of additional training needed. • Identifies and deals with system functionality and compatibility issues. • Interacts with a variety of users, updates and implement enterprise application standards, and deals with a moderate level of change. • Creates enterprise system support documentation such as, but not limited to, implementation and incident management plans.
5%	NC	E	Planning • Participates, provides input and makes recommendations regarding agency-wide disaster recovery plans under different scenarios. • Sets up and monitors data disaster recovery and backup systems. • Evaluates existing systems for opportunities to improve operations and provides recommendations to management.
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.

Most work is performed in a professional office setting with multiple demands on time. Must be able to prioritize workload to meet shifting priorities, often with complicated assignments and tight deadlines. Interacts with other staff and the public, requiring good judgment, the ability to communicate clearly and effectively in stressful situations. May be required to lift, move, and transport computers, tapes, boxes, or other equipment that may weigh up to 50 lbs.

This position requires occasional travel on official State business to other DOGAMI facilities and other locations for meetings, training, conferences, or other work-related reasons that may include overnight stays and may include weekends and evenings.

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.

- Oregon Revised Statutes (ORS)
- Governor's Executive Orders
- Oregon Administrative Rules (OAR)
- Statewide Policies and Procedures
- SEIU Collective Bargaining Agreement - ODOT Coalition
- Oregon Board of Geologist Examiners licensing requirements
- Agency Policies, Processes and Procedures
- Information Technology Standards and Procedures
 - Help Desk guidance and troubleshooting protocols, other desk reference books
 - Manufacturer's technical manuals and technical bulletins for computer hardware, software and network support
 - Vendors technical support publications, bulletins and operations guidance or manuals

b. How are these guidelines used?

These references are used to provide technical and procedural guidance and ensure that the agency complies with all relevant laws, policies, and practices, and in support of the ongoing operations of DOGAMI.

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

Local, state, and federal agencies;	In person, email or telephone	Provide customer assistance to maintain consistent, effective regulation, and convey information.	Weekly
General public and permit tees	In person, email or telephone	Provide customer assistance to maintain consistent, effective regulation, and convey information.	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

This position exercises discretion and independent judgment in making frequent and complex decisions to enhance the effectiveness and efficiency of the e-permitting system and related program software utilization. The position must determine the nature, extent, and urgency of user's needs and select the appropriate course of action.

Primary decision-making revolves around the flow of services and operations for the e-permitting system, which includes tracking, scheduling and delivery of support services enabling the timely resolution of problems involving enterprise systems. The effect of these decisions directly impacts the ability of the agency to serve its staff, partners and customers. Failure to make correct and timely decisions affect the efficiency and effectiveness of the agency. Accurate judgment is critical since mistakes can disrupt service to the agency and its partners who rely on the e-permitting system.

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".				
NRPS Manager 2 / MLRR Program Manager	0034041/ 000000055783	In-person/ one-on-one meetings / status reports/ team meetings	Regularly	To ensure consistency, address goals of position, agency priorities, and quarterly performance

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY 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 | ☐ 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:

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, cooperative interactions among staff and management, and the ability able to prioritize workload from various areas. Must be aware of Affirmative Action and the department's Diversity strategies and goals.

Must prioritize problems and work collaboratively to resolve conflicts and determine solutions. This requires clear communication and patience; it may also require in depth evaluation and lengthy phone/remote or in-person diagnosis.

Additional skills, abilities, and desired attributes:

- Knowledge of Active Directory and Group Policies, Microsoft, and Windows operating environment
- Have strong technical analytical skills.
- Skilled in writing clear and concise reports.
- Be able to communicate complex technical information to non-IT employees
- Display a strong attitude towards providing customer service
- Knowledge of database management, metadata, and GIS software, tools and techniques.
- Self-motivated and able to meet numerous firm deadlines with frequent interruptions in daily work schedules.
- Familiarity or background in geography, geology, or related natural resources science.

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

2/21/2025

Date