



State of Oregon Position Description

Company: Department of Administrative Services

Organization: Solutions - DAS

Service Type:

SECTION 1. POSITION INFORMATION

| | | | |
|---------------------------|---|------------------------|--------------|
| Job Profile Title: | Information Systems Specialist 5 | Job Profile ID: | 1485 |
| Business Title: | Information Systems Specialist 5 (Unfilled) | Position ID: | 000000032503 |
| Employee Name: | | Company ID: | 10700 |
| Representation: | OAS | Budget Auth No: | 11920 |
| Location: | Salem DAS General Services Building | | |
| Supervisor: | Daniel Zinck (Information Technology Manager 2) | | |
| Position: | | | |
| Time Type: | Full Time | | |
| FLSA: | Non Exempt | | |
| Exempt Reason: | | | |
| Overtime Eligible: | Yes | | |
| 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.

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:

This position is part of the DAS IT Organization and provide support as the Junior Tier 3 Technician research, identify, and drive the implementation of innovative approaches to system administration tasks with a focus on automation, error reduction and service improvement for applications and systems, to all DAS and DAS Client-Agency employees in a variety of physical locations. The Junior Tier 3 Technician also provides monitoring and reporting of key IT environments, triaging, and managing problems and/or service requests with consistent processes and procedures. Test, update, define and document support processes, training and knowledge-based articles for customer and internal consumption. This position will collaborate with internal and external business partners to create system workflows and automation to enhance DAS systems. Through this collaborative and creative process, you will develop backend processes, documentation, test plans, and system releases. Implementing these system improvements through mature knowledge of programming skills to include SQL, API, and PowerShell.

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.

35%-NC-E

Customer Assistance:

- Installs, processes work orders and sets priorities for multiple environments and jurisdictions. Schedules automation software packages installations that have high impact, with consideration agencywide impact.
- Provide application, Windows OS installation, configuration, patching data reporting (application install status, client health) leveraging Microsoft System Center Configuration Manager (SCCM) for desktop compliance and administration (3rd party application patching, Microsoft Patching, Application and Operating System deployment).
- Triage vulnerabilities reported in Nessus and provided businesses/Technical teams with solutions.
- Troubleshoot and implements changes to existing Group Policies related to security baselines
- Troubleshoots access and connectivity issues on variety of DAS and client agencies systems (Privileged Access Workstation (PAW)/LAN/Desktop) Networks, Firewalls, Servers, SCCM
- Workstation Vulnerability Triage, DAS/LAN/PAW Desktop support, Helpdesk training and documentation.
- Respond to customer and staff requests via email or phone by gathering requirements or troubleshooting incident. 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 and with Tier1 and Tier2 to ensure that solution implemented solved customer problem.
- Triage and/or fulfill system access issues using prescribed internal procedures and processes
- Utilize system logs to evaluate problems and determine root cause and propose solutions for resolution
- Drafts communication for customers regarding service interruptions, or liaisons with customers over continuing technical problems to find a solution.

45%-NC-E

Operations:

- Research, identify, and drive the implementation of innovative approaches to system administration tasks with a focus on automation, error reduction and service improvement for multiple agencies (DAS and client agencies) with multiple server and workstation operating systems. Identifies hardware and software defects and configuration problems, research failures, and contacts

vendor technical support as necessary.

- Deals with multiple vendors simultaneously. Responds to customer request via email or phone from Help Desk by troubleshooting their request, problem or incident. Follows-up with customer to ensure that solution implemented solved customer problem.
- Coordinates with Service Desk for scheduling customer appointments and ticket resolution and closure. Provides technical leadership for DAS's customers and technicians. Design, define and document support processes, training and knowledge-based articles for customer and internal consumption.
- Maintains and modifies software to make versions compatible and current supported level.
- Test system impacts with other technology, analyzes performance and workflow. Works with multiple agencies and vendors. Ensures hardware and software is tracked and not installed without licensing verification.
- Maintain and support mission critical DAS infrastructure systems, servers and security technologies including resolution of major system events.
- Stay up to date on application security and privacy regulatory and legal requirements associated with DAS regulatory environment.
- Assist in developing and documenting information security policies, processes and procedures using security best practices, compliance requirements and contractual obligations.
- Maintain technical proficiency as the subject matter expert in the use of DAS-IT Operations systems through formal training, seminars, conferences, vendor presentations and technical publications. Where applicable, define policies and procedures to align with policies of Enterprise Information Systems Cyber Security Services Policies and Standards.

15%-NC-E

Construction:

- Gather and analyses requirements that assists in Performs business analysis and requirements gathering for the automation of current and new application using DAS IT established framework. Including drafting implementation plans (Documentation) for large and unusual projects.
- Research compatibility issues, design, define and document support processes, training and knowledge-based articles for customer and internal consumption.
- Performs business analysis and requirements gathering. Test for conflicting system and version issues. Considers security issues, costs, and performance factors. Tests and installs automation software packages.
- Assist higher level staff with requirements analysis through meetings with internal and external partners and staff. Draft and execute test plans. Assist with program and system debugging. Coordinate system implementations. Ensure operations documentation is completed and accurate.
- During design phase, consider the impact of the changes on the overall system performance and anticipates any workload issues. Code, test and implement changes to existing functions, triggers, and procedures.
- Evaluates and recommends hardware options in a mixed environment that has large levels of change. Assists in major upgrades and migrations in multiple locations. Tests and installs automation software packages.
- Conducts business analysis and research on significant portions of a large system or on a new process within an established business. Identifies and deals with compatibility issues. Executes and updates implementation plan. Writes documentation

5%-NC-NE

Planning:

- Assist in project coordination (develop multi-site, multi-vendor project plans, identify tasks, owners, timeframes and ensure timely delivery and successful business outcomes.) Assist in the development of service descriptions, support plans, and technical documentation.
- Ensures all infrastructure solutions documentation is maintained. Ensures infrastructure changes are managed according to best practices in project, release and change management. Design, define and document support processes, training and knowledge-based articles for customer and internal consumption.
- Gather and analyses requirements that assists in development of agency cloud standards and practices, and associated technical architectures, and participate in evaluating technical solutions. While assesses hardware technology and ensures security logistics are operational.

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

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 Department Rules
- Statewide Policies and Processes

- IT Service Management best practices (ITIL, ISO 20000, ISO 9000, COBIT, etc.)
- Information Security Management best practices (SANS, ISO 2700x)
- Criminal Justice Information (CJIS) Rules, Regulations and Security Policies
- Enterprise IT Strategy
- IT Standards
- DAS-IT processes and procedures
- Statewide Information Technology Rules and Policies
- DAS Enterprise Security Office policies and practices.
- System Documentation
- SLAs with all DAS-IT customers

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? |
|--------------------------------------|--|---|-------------------|
| Agency Customers and Client Agencies | In Person, by mail, email or telephone | Triaging and problem resolution | As Needed |
| Contractors | In Person, by mail, email or telephone | 0 items selected Triaging and problem resolution | As Needed |
| DAS Managers and Leads | In Person, by mail, email or telephone | Regular check ins; Review and progress of work | As Needed |
| Section and division staff | In Person, by mail, email or telephone | Triaging and 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 intermediate levels of software expertise and Service Request management in IT Service Delivery model and must always consider ramifications of decisions made on behalf of the state. This position fills a critical role in enhancing the level of service our customers receive. It requires working closely with the service desk and solutions to help in determine deployment for customer needs.

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 | Quarterly | Performance Evaluations |
| Information Technology Manager 2 | 0414876 | In Person, by mail, email or telephone | As Needed | Regular check ins; Review and progress of work |

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.
- Skilled in customer service and a working knowledge of enterprise-wide service delivery procedures.
- Strong verbal and written interpersonal and communication skills. Superior telephone etiquette and an ability to deal effectively with customers, vendors, peers, and management.
- Strong problem-solving skills and inherent decision-making ability.
- The ability to organize work efficiently in addition to the capacity to work well under stress and time pressures.
- Good working knowledge of the day-to-day operating environment, available tools, operating techniques, and customer applications.

Behavioral Expectations:

- Prepare for meetings, bringing issues and solutions for the team to resolve.
- Actively support decisions made by the management team.
- Participate in cross-functional or problem-solving teams as needed; and
- Adheres to all DAS and DAS IT policies, processes, 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 |
|----------------|-----------------|-----------|
| none | | |

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee

Date

Manager

Date

Appointing Authority

Date