



State of Oregon Position Description

Company: Department of Administrative Services
Organization: IBM Systems - DAS
Service Type:

SECTION 1. POSITION INFORMATION

Job Profile Title:	Information Systems Specialist 8	Job Profile ID:	1488
Business Title:	Oracle Database Administrator (Unfilled)	Position ID:	000000006027
Employee Name:		Company ID:	10700
Representation:	OAS	Budget Auth No:	971540
Location:	Salem DAS State Data Center		
Supervisor:	Garth Werner (Information Technology Manager 2)		
Position:			
Time Type:	Full Time		
FLSA:	Exempt		
Exempt Reason:	Professional 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 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.

Enterprise Information Services

Enterprise Information Services (EIS) is a state government-wide information technology (IT) organization led by Oregon's State Chief Information Officer (CIO). The State CIO is a statutory position, appointed by the Governor, and works closely with the State Chief Operating Officer (COO) and state leadership on adoption of statewide IT policies, standards, and governance. EIS has independent statutory authority and is aligned with the Department of Administrative Services (DAS) budget. EIS has over 300 FTE and is funded by assessment and rates charged for the services provided.

EIS provides centralized oversight for enterprise-wide IT resource management, planning, policy, program development, project delivery and the establishment and maintenance of statewide IT standards. EIS provides training, and direction to ensure IT integrity, security, and consistency across state agencies by working closely with elected officials, political subdivisions, state agencies and IT leadership. The EIS team is built on collaboration, support, and accountability. We work together to ensure our customer agencies receive the highest quality of service. We take pride in our work and look for ways to innovate. EIS is committed to hiring highly skilled, diverse, and dedicated employees who will bring a unique skill set to the team. EIS is comprised of the following programs: Administrative Services, Cyber Security Services, Data Center Services, Data Governance and Transparency, Project Portfolio Performance, Shared Services, and Strategy and Design.

Data Center Services is a shared service organization within EIS. DCS serves the citizens of Oregon by enabling and supporting the missions of more than 150 State of Oregon agencies, Boards and Commissions through the delivery of Information Technology (IT) services. The DCS team maintains and operates a state-of-the-art Data Center, providing a highly secure environment with redundant infrastructure for high availability and efficiency. The services we provide include network connectivity (WAN, LAN, and Wireless), server hosting (mainframe, iSeries, AIX, Linux, and Windows), email services, data center colocation and data backup services.

The Data Management team provides support and services to protect State data sets, both on premise as well as in the cloud. The team oversees the database systems, which includes SQL, Oracle and DB2, as well as oversees the backup infrastructure for all hosted servers that Data Center Services manages. Services provided include system backups, building resiliency within the infrastructure, environment maintenance, installation tasks, and troubleshooting of issues related to the environments.

The primary purpose of this position is to:

Support Enterprise Oracle databases and utilities at the State Data Center that provide critical services to customers throughout the state. This support includes pursuing consolidation and standardization in order to provide for more reliable and supportable services running on IBM AIX. Work on the process of consolidation and standardization requires significant interaction with and negotiation with representatives from multiple agencies and vendors with the potential of resolving conflicts and helping those parties to reach consensus.

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.

30% N E

Customer Assistance (help, use and fix):

- Diagnoses complex problems for customer agencies within the AIX environment.
- Onboarding customers into the AIX (Oracle and DB2) environments.
- Support customer migration into and out of database systems (e.g., Oracle and DB2) environments.
- Manages system outages and minimizes business impact.
- Develops and provides formal training.
- Provides expert level support to customers.
- Communicate complex technology and operating concepts with all levels of agency staff, enabling informed decisions by DCS and agency management
- Articulate complex technical concepts to non-technical people.
- Perform initial Root-Cause Analysis of service disruptions and performance issues affecting customer servers.
- Assist customers or provide guidance with their database and application upgrades or patches.

30% N E

Operations (day to day):

- Coordinates solutions between multiple agencies and other entities.
- Creates/modifies processes and procedures to address problems with monitoring, maintaining, and supporting DCS backup assets.
- Monitor systems to assure proper resources are available for customer workloads and adjust resources to accommodate utilization.
- Identify and automate process and procedures for on-premise and cloud solutions.
- Conduct Proof of Concepts to demonstrate new ideas and help solidify technical direction. Provides a cost/benefit analysis and a recommendation whether to operationalize.
- Performs code reviews.
- Automates repeatable processes and procedures, stores the resulting code and configurations using source code management tools.
- Coordinates solutions with customers and other entities in a multi-tenant environment.
- Provide upgrades and patches to customer databases or applications.

20% N E

Construction (new):

- Architects the database (Oracle, DB2) environment to meet the needs of both DCS and its customers.
- Collaborate with other DCS technical service areas to establish new technologies and assist with troubleshooting efforts.
- Document installation and document processes for building new database installations.
- Integrates changes and monitors system performance.
- Employ working knowledge of Project Management principles to create and communicate plans for projects.
- Evaluate the ability of computing platforms and management technologies to meet documented requirements, with focus on reliability, supportability, and recoverability of services.
- Perform at expert level engineering designs, as well as implementations, tunings, and administration of the AIX (Oracle and DB2) environments.
- Ensures that the environment meets state standards and regulatory requirements from a data retention and security perspective.
- Interfaces with vendors to escalate support issues.

15% N E

Planning (Strategic):

- Participates in the change management program.
- Is a key contributor to the disaster recovery and business continuity planning process.
- Provides status reports to management for proof of concepts, projects, or other work efforts that have a timeline.
- Remain current on IT trends.
- Work collaboratively with other teams to understand project objectives, gather automation requirements, design automated tests, troubleshoot issues, and implement scalable automation solutions.
- Participates in disaster recovery planning and implementation processes for Oracle services.
- Recommends process improvements.

5% R 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 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 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. 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.

- DCS Standards, Policy and Process Manuals
- Vendor Supplied Manuals
- Operating Procedure Manuals
- Oregon Administrative Rules
- DAS Department Rules, Policies, and Processes
- Statewide Policies and Processes
- Federal IRS Regulations
- ITIL – Information Technology Infrastructure Library

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. Incumbent must make decisions concerning the appropriate application and interpretation of policies

and procedures that regularly relate to highly sensitive confidential matters. Used to determine correct operational procedures necessary for efficient operation of statewide computer systems and work processes and procedures to ensure a consistent quality of services. Assures compliance with correct rules and procedures in performing daily work assignments.

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?
Management	In Person, by mail, email or telephone	Information sharing, Problem resolution and recommendations	As Needed
State Agency & Internal Staff	In Person, by mail, email or telephone	Service delivery, Troubleshooting	Regularly
State Agency External Management & Staff	In Person, by mail, email or telephone	Service delivery, Problem resolution	Regularly
Vendors	In Person, by mail, email or telephone	Problem resolution, information sharing, research	Regularly

SECTION 7. POSITION RELATED DECISION MAKING

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

Decisions are made concerning the appropriate application and interpretation of policies and procedures that regularly relate to highly sensitive confidential matters. Decision directly responsible for ensuring the Enterprise database systems perform to optimal standards. Inaction or bad decisions may cause the systems to become inoperable, impacting users on a statewide basis and could result in personal harm to clients and serious economic loss.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Information Technology Platforms and Systems Manager 2	2548806	In Person, by mail, email or telephone	Regularly	To ensure understanding of the system requirements and that all security measures are being enforced.
Information Technology Platforms and Systems Manager 2	2548806	In Person, by mail, email or telephone	Quarterly	Performance Evaluation

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. Also, you will be required to pass State Police CJIS Certification. 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.

This position is designated as an "Essential Position" (State Policy #60.015.01) in all cases of official State office closures. The incumbent in this position is required to report to work in all cases of official notification of State office closures. Exceptions: previously approved vacation and absences. This position may be assigned tasks outside the normal position duties as needed to respond to the special conditions of the closures. If reporting to your normal work location is deemed too dangerous, then you must contact your supervisor to be reassigned to an alternate and/or remote location.

Additional skills, abilities and requirements for this position:

- 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.
- Excellent written and oral communication skills.
- The ability to explain complex technical issues to non-technical customers.
- Skilled in current technologies, system and process development methods, and the use of computing resources at all levels.
- Skilled in managing Oracle databases on multiple platforms and environments.
- Skilled in managing DB2 databases on multiple platforms and environments.
- Skilled and experienced in managing and maintaining database technologies on enterprise class IBM pSeries systems running AIX.
- Familiarity with IBM Power Systems, including AIX or Linux operating systems.
- Understanding of virtualization technologies like PowerVM.
- Skills in optimizing databases for performance on Power Systems.
- Experience with tools for monitoring and troubleshooting performance issues.
- Proficiency in scripting languages like Shell, Python, or Perl for automating tasks.
- Experience with automation tools to streamline database management.
- Skills in integrating Oracle databases with other systems.
- Skills in integrating DB2 databases with other systems.
- Experience in migrating databases to or from Power Systems.
- Skill and experience managing and maintaining WebLogic and/or WebSphere servers.
- Familiarity with cloud technologies.
- Skilled in supporting a standardized AIX environment in an enterprise setting is desirable.
- Skill in establishing and maintaining effective working relationships with superiors, subordinates, peers and other agencies and the public.
- Strong technical analytical skills in a data-center environment.
- The ability to work with complex systems between different platforms.
- Strong customer service skills.
- Demonstrated skill and knowledge of ITIL methodologies and their application through ITSM applications.
- Expert level experience in incident response, problem analysis, investigation, and root cause analysis.

Behavioral Expectations:

- Establish/maintain effective working relations w/other departments, divisions, contractors,
- 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,
- Adhere to all statewide, DAS and EIS policies, processes, procedures, and safety practices,
- Maintain accurate ITSM records; and
- Attendance and punctuality, sense of humor, and a positive team-oriented attitude are highly valued.

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