



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
October 2026

This position is:

- ☒ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

Agency: The Department of Administrative Services

Division: Enterprise Information Services (EIS)

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	Information Systems Specialist 3	b. Classification No:	1483
c. Effective Date:	August 5, 2024	d. Position No:	0408521
e. Working Title:	Information Systems Specialist 3	f. Agency No:	10700
g. Section Title:	Cyber Security Services (CSS)	h. Budget Auth No:	001300500
i. Employee Name:		j. Repr. Code:	OAS
k. Work Location (City – County):	Salem - Marion		
l. Supervisor Name: Ryan Mikesh			
m. Position:	☒ Permanent ☒ Full-Time	☐ Seasonal ☐ Part-Time	☐ Limited Duration ☐ Intermittent ☐ Academic Year ☐ Job Share
n. FLSA:	☐ Exempt ☒ Non-Exempt	If Exempt: ☐ Executive ☐ Professional ☐ Administrative	o. 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 Agency

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

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

The EIS provides centralized oversight for enterprise-wide IT resource management, planning, policy, program development, project delivery and the setting of statewide IT standards. The 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 and support. 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. The Office is comprised of the following sections: Data Center Services, Project Portfolio Performance, Cyber Security Services, Data Governance and Transparency, Strategy and Design, and Enterprise Shared Services.

Cyber Security Services

Cyber Security Services (“CSS”) is an information security management section within the EIS. It acts as a shared information security resource for the state of Oregon. EIS’s mission: Mature enterprise technology governance, optimize investments, ensure transparency, provide oversight, and deliver secure and innovative solutions. CSS comprised of the following Teams:

- Enterprise Security Services: This team focuses on executing the core security services delivered by CSS across the enterprise. The service includes vulnerability management, monitoring and detection, incident response, and network security.
- Enterprise Security Operations Center: This team delivers on the Rapid Detection, Response, & Recovery strategic objective of the Enterprise Information Security Strategy. This team includes 3 main disciplines: Detection, Vulnerability Management, and Incident Response.
- Governance, Risk, and Compliance: This team’s focus is on the Open, Empowered Culture of Security and Proactive, Holistic Risk Management objectives of the Enterprise Information Security Strategy. This team includes a number of key disciplines: Governance, Risk Management, Compliance Strategy, Business Enabling Team, Security Awareness and Training.

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:

The initial point of contact (Tier 1) for troubleshooting and resolving technical questions and challenges. It provides phone, email, service tickets, and in-person support while leveraging remote technologies as needed. Additionally, this position serves in an operational capacity to support the CSS Operations team by assisting the group in accomplishing its goals.

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>			
45%	N	E	Helpdesk – Customer Support
			• Provide customer assistance and support, via phone, computer, in person on agency cybersecurity software platforms and services. • Respond to general questions regarding cybersecurity tool operations, workflows, and program services. • Prioritize and respond to service requests, incidents, and support tickets. • Provide troubleshooting, technical support, and end-user training for cybersecurity applications and related business processes. • Troubleshoots, resolves, and follows up on technical issues while ensuring high levels of customer satisfaction. • Build professional and meaningful relationships while managing customer expectations and deliverables.
45%	N	E	Operations – Software Support
			• Assist with cybersecurity program report preparation and distribution. • Assist with implementation of software changes and application enhancements. • Identify software and hardware system compatibility issues impacting cybersecurity services and facilitates solutions with appropriate partners. • Remain current in software solutions, supported environments and components, the interfaces to other products and cybersecurity platforms. • Monitor software performance and service quality. • Interact with internal organizations or teams to address issues with information security awareness, training, and integrated risk management, and create and update related documentation on processes and procedures.
5%			Construction - Software

			• Gather and analyze requirements for cybersecurity software solutions that are being considered for implementation. • Identify and address potential security vulnerabilities. • Create reports documenting research findings and analysis. • Track project progress and performance against established goals. • Draft updates on project status that will be shared with stakeholders and management.
5%	N	E	Other Duties As Assigned
			• Participate in cross-functional or problem-solving teams as needed. • Other duties as assigned
100 %			TOTAL

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.

Office environment with extensive use of office equipment including personal computers. Duties are performed in a cubicle office design resulting in on-going audible distractions. Requires extended time working at a computer terminal with frequent use of common office technology, including phones, computers, printers, copy machines, fax machines, etc. Work may include long periods of sitting and standing. Involves working with highly sensitive and/or politically sensitive agency information. Requires high level of professional integrity regarding agency customer information. Deadlines and department requirements may create stressful situation. This position requires the ability to work on multiple tasks simultaneously and within a short time frame, and interface with customers. Occasional overtime may be required to meet deadlines.

Some travel required to agency customers mostly within the local area (Salem). Requires driver's license or alternative means of transportation. May include overnight travel.

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

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
- Oregon Administrative Rules
- DAS policies, Rules and Procedures
- Statewide Policies and Procedures
- Enterprise Information Security Strategy
- Statewide Information Security Plan & Standards
- ISO 27001 Information Security Management System
- ISO 27002 Code of Practice for Information Security Mgmt.
- ISO 27005 Information Security Risk Mgmt. Techniques
- NIST 800-53 Security and Privacy Controls
- NIST Cyber Security Frameworks
- CIS Controls

b. 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. 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 Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".</i>			
DAS CSS	In Person, By Telephone, Electronically	Provide information, resolve problems, direct visitors, direct calls, schedule meetings and resources. Discuss agency enterprise security training plans and projects.	Daily

Division Staff	In Person, By Telephone, Electronically	Provide information, resolve problems, direct visitors, direct calls, schedule meetings and resources. Discuss agency enterprise security training plans and projects.	Frequently
Agency Staff	In Person, By Telephone, Electronically	Provide information, resolve problems, direct visitors, direct calls, schedule meetings and resources. Discuss agency enterprise security training plans and projects.	Frequently
Enterprise-Wide Staff	In person, In Writing, By Telephone, Electronically	Provide information, direct calls, schedule meetings and resources	On Occasion
General Public	In Person, By Telephone, Electronically	Respond to incoming communication and direct callers. Presentations	As Required
Government Officials	In Person, By Telephone, Electronically	Projects Updates, Presentations	As Required

SECTION 7. POSITION RELATED DECISION MAKING

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

Interprets State Administrative Rules, coordinates communications and CSS activities. Represents CSS as subject matter expert in areas of expertise and responsibilities. Uses judgment in handling sensitive materials including policy and legislative documents. Required to handling incoming requests with tact and curtesy while efficiently handling complaints; referral to other staff who can respond to the request, while prioritizing work.

Provides detailed information and recommendations. Accuracy of the information provided is essential in the support of CSS.

Must exercise diplomacy and discretion in responding to confidential and private information.

The decisions made by this position have a significant impact on the credibility, reputation, efficiency, security, and overall success of Cyber Security Services. The ability to handle sensitive information, provide accurate and timely responses, manage infrastructure and organizational functions, coordinate with vendors, and conduct effective business analysis are all critical components that contribute to the overall impact of this role.

SECTION 8. REVIEW OF WORK

Classification Title	Position Number	How	How Often	Purpose of Review
Cyber Security Manger 2	048990	Written and In-Person	As Needed	Ensure Program Goals Are Met
Cyber Security Manger 2	048990	Written and In-Person	Quarterly	Performance Evaluation

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

- How many employees are directly supervised by this position? N/A
- How many employees are supervised through a subordinate supervisor?
- 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. 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.

- Excellent skills in communicating effectively with technical and business partners in writing and in oral expression including making presentations.
- Ability to work collaboratively with technical and business partners.
- Skilled in establishing and maintaining effective working relationships with superiors, subordinates, peers and other agencies and the public.
- Employee must remain current with cyber security assessment practices as well as other aspects of the profession by attending training/education sessions.
- Ability to practice critical thinking skills, including scientific methodology, analyzing technical methodologies, business practices and technical reports.
- The capability to be completely and comprehensively accountable for performance and results.
- Experience with Microsoft Word, Excel, Access, and Outlook.
- Strong attention to detail.
- Experience communicating effectively with people over the telephone, in writing and in person to answer questions and explaining information or decisions.
- Ability to coordinate diverse activities and ensure completion of projects and assignments.
- Skill managing multiple and competing priorities with short deadlines including the ability

to use sound judgment and critical thinking to interpret, prioritize and follow policy direction.

- Adept at managing conflict and difficult conversations with colleagues to support a positive workplace culture and promote shared ownership of work.
- Ability to communicate and market complex messages in a simple, clear and engaging manner within our organization, division, agency, and enterprise-partners.
- Extensive experience in cybersecurity or information technology is not required. However, you will be expected to continually work with and learn from our security team and stay current with the latest cybersecurity concepts and risks.
- 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.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
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Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

N/A	N/A	N/A
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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

Amber DANIELS

Appointing Authority Signature

8/5/2024

Date