STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
September 21, 2026

Agency: DAS – Enterprise Information Services

Facility: Salem State Data Center

☐ New ☒ Revised

This position is:
☐ Classified
☐ Unclassified
☐ Exempt Service
☒ Mgmt. Svc – Supervisory
☐ Mgmt. Svc – Managerial
☐ Mgmt. Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title:	Information Technology Infrastructure Manager 2	**b.** Classification No:	X7934
c. Working Title:	Command Center Operations Manager	**d.** PPDB No/WD ID:	000000018385
e. Section Title:	Integrated Operations Services (IOS)	**f.** Agency No:	10700
g. Employee Name:	Vacant	**h.** Budget Auth No:	1095270
i. Supervisor Name:	Francisco Zavala	**j.** Repr. Code:	MMS

k. Work Location (City – County): Salem | DAS | State Data Center

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

m. FLSA:	If Exempt:	**n.** Eligible for Overtime:
☒ Exempt	☐ Executive/Supervisory	☐ Yes
☐ Non-Exempt	☒ Administrative	☒ No
	☐ Professional	
	☐ Computer	

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 Administrative Services (DAS) serves as Oregon's central administrative agency, guiding state government in implementing the policy and budget decisions of the Governor and the Oregon Legislature. With an enterprise-wide perspective, DAS establishes and maintains accountability standards to support the productive and efficient use of the state's financial, human, and information resources.

DAS provides a reliable management infrastructure and essential business services—including technology, finance, procurement, publishing and distribution, human resources, and facility asset

management. These services enable state and local government agencies to fulfill their missions and deliver value to all Oregonians.

Enterprise Information Services (EIS) is a statewide information technology program led by an administrator who also serves as Oregon's Chief Information Officer (CIO), a statutory position appointed by the Governor. The division has 254 FTE and is funded through assessments and service-based rates. The EIS team emphasizes collaboration, service excellence, and innovation. We take pride in our work and continuously seek opportunities to improve. EIS is committed to hiring highly skilled, dedicated, and diverse employees who bring unique expertise and perspective to the organization.

Data Center Services (DCS) is a shared services organization within EIS. DCS supports the missions of more than 150 state agencies, boards, and commissions by delivering secure, reliable, and efficient information technology services. The team operates a state-of-the-art data center with robust security and redundant infrastructure to ensure high availability and performance. Services include network connectivity (WAN, LAN, and wireless), server hosting (mainframe, iSeries, AIX, Linux, and Windows), email services, data center colocation, and data backup services.

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:

Provide leadership and operational oversight for Data Center Services' Command Center, a three-shift, 24×7 unit that supports more than 150 state organizations with mission-critical and life-safety technology services. The role is responsible for first-level operational support, job-control observability, system monitoring, incident response, and service coordination across enterprise environments.

The position ensures the continuous availability and reliability of critical infrastructure by directing round-the-clock Command Center staff, maintaining operational policies and procedures, and managing the enterprise monitoring ecosystem that delivers real-time visibility into system health, performance, and service disruptions. Through proactive planning, resource management, and adherence to established service frameworks, the role ensures that Command Center operations consistently meet statewide service-level expectations, support agency business needs, and protect the integrity and availability of systems essential to state government.

This position is designated as an "Essential Position" under State Policy #60.015.01 and must report to work during official State office closures, except in cases of previously approved leave. The incumbent may be assigned duties outside normal responsibilities in response to emergency or special conditions related to such closures. If reporting to the usual worksite is unsafe, the incumbent must contact their supervisor for assignment to an alternate or remote location.

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

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

40%	R	E	**1. Command Center Operations Management** • Enhances operational maturity by developing and maintaining Command Center operational playbooks, response plans, shift standards, and cross domain coordination processes. • Leads the Command Center's role in statewide continuity readiness, including coordinating with facilities operations on environmental, physical security, and power events impacting the data center. • Oversee operational intake workflows by maturing triage procedures, escalation lanes, runbooks, and cross team engagement models. • Maintains operational analytics and reporting dashboards that measure system stability, recurrence patterns, batch failures, incident trends, and Command Center workload insights for leadership decision making. • Ensures operational alignment with DCS enterprise strategies, governance requirements, and compliance expectations across all monitored systems.
20%	R	E	**2. Enterprise Monitoring, Job Control, and Operational Readiness** • Leads continuous improvement efforts for enterprise batch stream management, including dependency documentation, failure trend analysis, and coordinated release readiness with hosting and platform teams. • Evaluates and improves monitoring coverage, ensuring visibility across hybrid/cloud, network, storage, and compute environments; identifies gaps and recommends corrective actions. • Partners with domain teams to integrate new applications, systems, and infrastructure into enterprise monitoring platforms, ensuring full lifecycle onboarding of alerts, dashboards, runbooks, and support paths. • Oversee readiness activities including seasonal workload planning, major event monitoring plans, environmental risk forecasting, and DCS enterprise-wide service stability reviews. • Leads Command Center participation in incident simulations, failover tests, and continuity exercises, ensuring response capabilities evolve with enterprise needs.
30%	R	E	**3. Workforce Leadership and Performance Management** • Builds long range workforce capability through training programs in monitoring technologies, mainframe operations, batch systems, observability engineering, and enterprise response frameworks.

			• Develops succession planning and staffing models for 24×7 operations, including skill matrix optimization, shift balancing, coverage risk mitigation, and leadership development for senior operators. • Establishes quality assurance mechanisms for Command Center work products (runbooks, logs, batch restart documentation, incident records). • Implements structured feedback loops, coaching programs, and performance calibration processes that strengthen operational consistency across shifts.
10%	NC	E	**4. Policy Compliance, Documentation, and Process Improvement** • Oversees lifecycle stewardship of Command Center standards, ensuring documentation aligns with evolving ITSM, compliance, and audit requirements. • Leads Command Center participation in enterprise compliance reviews, regulatory assessments, and audit cycles, providing defensible operational evidence and remediation plans. • Evaluates and modernizes operational procedures, ensuring alignment with statewide IT governance, data center standards, and observability best practices. • Implement process measurement and maturity tracking (e.g., MTTR, false positive reduction, SLO/SLA alignment, batch stream success rates).
			5. Partner Coordination, Reporting, and Other Duties • Represents Command Center in statewide operational planning, including service modernization initiatives, platform refresh projects, enterprise risk assessments, and new technology onboarding. • Coordinates with facilities, vendor partners, engineering teams, and program managers to ensure operational impact analysis, change readiness, and service continuity planning. • Delivers structured operational briefings to DCS leadership regarding system trends, emerging risks, staffing health, monitoring posture, and service stability metrics. • Supports strategic development of enterprise observability roadmaps, operational automation initiatives, and tooling modernization priorities. • 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 operates in a fast-paced, professional environment and involves regular interaction with executives, managers, and staff across internal and external organizations. The work requires maintaining professionalism, discretion, and confidentiality at all times.

Work Environment

- Office and Remote Settings (Daily): Work is performed in an office environment or an approved remote workspace. Remote work is permitted when duties can be successfully performed off-site and when the employee meets all technology, security, and safety requirements, including the ability to protect confidential information.
- On-Site Presence (Frequent, as Needed): The position requires on-site attendance during traditional business hours for operational needs such as site management, life safety, training, performance discussions, business alignment activities, or resource availability.

Work Schedule and Demands

- Extended or Irregular Hours (Occasional): Evening or weekend work may be required to meet deadlines, support operational needs, or respond to customer demands.
- Multiple Priorities and Deadlines (Frequent): The work involves managing concurrent tasks, shifting priorities, and tight timelines. Frequent interruptions should be expected.

Physical and Sensory Requirements

- Computer and Video Use (Frequent to Continuous): Prolonged periods of computer work, including videoconferencing, are required.
- Sitting or Standing (Frequent): Extended periods of sitting and occasional standing or walking may be necessary.
- Visual and Auditory Focus (Frequent to Continuous): The position requires sustained attention for reading, analyzing information, and participating in meetings.
- Light Travel (Occasional): Travel to meetings, training sessions, or other work locations may be required.

Interpersonal Demands

- Interaction with Diverse Partners (Daily): Regular communication with individuals at all organizational levels requires diplomacy, professionalism, and effective interpersonal skills.
- Team Collaboration (Frequent): Employees must support collaborative work, maintain open communication, and foster positive working relationships.

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.

State Statutes, Rules, and Government Policies

- Oregon Revised Statutes (ORS)

- Oregon Administrative Rules (OAR)
- Statewide policies, processes, and procedures
- Department of Administrative Services (DAS) policies and processes
- EIS policies and procedures
- Legislative Concept Development process and instructions

Enterprise IT Governance, Strategy, and Architecture

- Enterprise IT Strategy
- Enterprise IT Architecture and Standards
- ETS strategic and section plans

Data Center and Operational Standards

- Data Center Standards Manual
- Operating Procedure Manuals
- Vendor-supplied manuals

Industry Frameworks, Methods, and Best Practices

- Information Technology Infrastructure Library (ITIL)
- ISO/IEC 20000-1:2018 (IT Service Management)
- COBIT 2019 – Enterprise Governance of Information & Technology
- Project Management Book of Knowledge (PMBOK)

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?
Note: *If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".*			
Agency CIOs and technology leaders	In person, email, online messaging and video conference	Develop standards, provide direction, and resolve service issues	Monthly
Agency Customers and Managers	In person, email, online messaging and video conference	Problem solving, requests and inquiries	Daily
EIS Division Leaders and Staff	In person, email, online messaging and video conference	Information sharing/requests and inquiries/recommendations	Daily
Director, department, and division staff	In person, email, online messaging and video conference	Program planning, policy development, problem solving and coordination	Daily

Vendors and Contractors	In person, email, online messaging and video conference	Contract management, problem solving, discussion of services provided	Weekly
Other governmental officials	In person, email or telephone	Program overview, planning and inquiries	As Needed

SECTION 7. POSITION RELATED DECISION MAKING

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

Typical Decisions Made in This Position
The Command Center Manager makes independent, time-sensitive decisions that directly shape statewide operational continuity, system reliability, and service responsiveness across monitored environments. Typical decisions include:

- **Determining operational priorities** when multiple incidents, alerts, or batch failures require simultaneous attention, including assigning staff and coordinating escalations.
- **Evaluating and approving adjustments** to monitoring configurations, alert thresholds, batch automation schedules, and operational procedures to maintain stability and reduce repeat failures.
- **Setting staffing levels and shift assignments** to ensure 24×7 coverage, including directing workload allocation, addressing performance issues, and determining personnel actions.
- **Assessing operational risks** and deciding when preventive actions, escalations, or service notifications are needed to reduce impact to agencies.
- **Approving implementation of new tools, enhancements, or workflow improvements** recommended by Command Center staff or cross-functional partners.
- **Interpreting and applying ITSM processes, statewide policies, and compliance requirements** to ensure operational consistency across incidents, batch processing cycles, and monitoring activities.
- **Determining the timing and sequencing** of operational activities such as system restarts, batch reruns, response actions, and communications during critical events.

Direct Effect of These Decisions
The decisions made by the Command Center Manager directly influence statewide service availability and the ability of more than 150 agencies to perform essential business functions. The outcomes of these decisions include:

- **System and service availability:** Sound decisions prevent outages and reduce incident duration; poor decisions may result in agencies being unable to access mission-critical systems.
- **Operational stability and reliability:** Effective prioritization and monitoring adjustments reduce recurrences, prevent cascading failures, and maintain predictable statewide performance.
- **Financial and resource impact:** Appropriate staffing and workload decisions reduce unnecessary expenditures and ensure optimal use of operational resources; poor resource decisions may increase costs or reduce service quality.

- **Staff performance and readiness:** Strong personnel decisions maintain high-quality, 24×7 operational support; weak decisions may lead to gaps in coverage, decreased performance, or burnout.
- **Technology sustainability:** Well-informed tool, automation, and workflow decisions reduce complexity and technical debt; ineffective decisions may produce systems that are difficult to maintain or inconsistent across environments.
- **Customer and partner confidence:** Strong operational judgment enhances trust in DCS's ability to respond to incidents and maintain statewide service continuity; poor decisions may erode confidence and disrupt statewide business operations.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Information Technology Manager 3, X7883	008554	In person	Quarterly	Performance Evaluation
Information Technology Manager 3, X7883	008554	In person, Teams or email	Weekly	Regular check ins; Review and progress of work

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

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

a. How many employees are directly supervised by this position? 5

How many employees are supervised through a subordinate supervisor? 10

b. 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:

Background and Compliance Requirements

- This position requires a criminal records check, which may include fingerprinting and FBI review. Employment is contingent upon a passing result.
- The position must obtain and maintain State Police CJIS certification, as required for access to sensitive information.

Essential Requirements and Competencies

- Maintain a valid driver's license or provide an acceptable alternative method of travel.
- Demonstrate strong written and verbal communication skills and the ability to explain complex technical issues to non-technical audiences.
- Possess experience and leadership skills in managing technical teams and operations, such as data center support, cloud platforms, identity and access services, or help desk functions.
- Bring knowledge of IT systems, tools, and technologies (including open-source), IT management frameworks such as ITIL, and enterprise architecture concepts.
- Apply strong analytical and problem-solving skills, including root-cause analysis and performance optimization.

Domain Knowledge

- Demonstrated expertise in enterprise data center operational domains, including command center management, real time observability platforms, batch and automation systems, and multi-platform infrastructure (mainframe, iSeries, Windows, network, and storage).
- Deep understanding of facilities related operations such as physical security controls, environmental monitoring, power systems (UPS/generator), raised floor management, and continuity readiness activities supporting resilient data center operations.
- Proficiency in ITIL aligned IT Service Management disciplines, including incident, problem, change, configuration, and request management—and the ability to apply these frameworks within high availability operational settings.
- Knowledge of monitoring and telemetry ecosystems, including alert routing, signal tuning, correlation engines, log analysis pipelines, and operational dashboards used to maintain statewide situational awareness.
- Ability to interpret and apply operational governance models and compliance frameworks (ISO 27001/9001, NIST, COBIT), including documented information lifecycle, audit readiness, evidence retention, and runbook/standard alignment with enterprise controls.

Workplace Conduct and Expectations

- Maintain a professional, respectful, and inclusive workplace that supports diversity and is free of discrimination and harassment.
- Establish and uphold collaborative working relationships with colleagues, partners, and parties of interest.

- Contribute to a positive and productive team environment through reliable attendance, constructive communication, and adherence to safety practices, agency policies, and established procedures.

Behavioral Expectations

- Maintain effective working relationships across departments, divisions, and with external partners.
- Prepare for meetings and actively contribute to team discussions by identifying issues and potential solutions.
- Support organizational decisions and participate in cross-functional efforts as needed.
- Follow statewide, DAS, and EIS policies, processes, and procedures, including change, incident, asset, problem, and request management requirements.

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".*

Information Technology Platforms	No biennial limit; Signature expenditure authority up to $50,000	Budgeted

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	Date