



State of Oregon Position Description

Company: Department of Administrative Services
Organization: Data Center Services (DCS) Administrator - DAS
Service Type: Excludable Unclassified

SECTION 1. POSITION INFORMATION

Job Profile Title: Information Technology Administrator 1
Business Title: Information Technology Administrator 1 - SR38 - Exempt
Employee Name:
Representation:
Location:
Supervisor:
Position:
Time Type: Full Time
FLSA: Exempt
Exempt Reason:
Overtime Eligible: No
Employee Type: Permanent

Job Profile ID:
Position ID:
Company ID:
Budget Auth No:

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.

Enterprise Information Services (EIS) is a state government-wide information technology (IT) program led by an administrator who also serves as Oregon's Chief Information Officer (CIO). The CIO is a statutory position appointed by the Governor. The division has 254 FTE and is funded by assessment and rates charged for the services provided. 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.

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.

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 planning to develop, coordinate and administer the DCS's operational programs and activities and to support the Department's mission of providing 24/7 systems availability to meet the state's enterprise information technology needs. This position provides direction and resources to support the DCS organization as well as other state, county and city organizations in their effort to apply technology management solutions to carry out their assigned objectives. As a direct report to the DCS Director, the incumbent is part of the executive team that determines strategic direction for the State Data Center.

This position provides critical leadership to the DCS computer resource management function by planning, developing and maintaining the essential hardware/software infrastructure including: mainframe services, wide area network, LANs, telecommunications services, wireless communications and central computing facilities. The position directs activities that ensure timely completion of scheduled computer workloads in accordance with Service Level Agreements with internal and external customers, 24hours/7days a week.

Required to develop and maintain communication links and contact with top managers and other staff throughout the DCS and other state agencies, especially the Department of Administrative Services in order to procure and install equipment that meets the users' needs as they relate to information systems.

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 the normal work location is deemed too dangerous, then the person in this position must contact their supervisor to be reassigned to an alternate and/or remote location.

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.

55%

NC

E

Program and Policy Leadership

Direct, lead and administer all DCS section's planning, operations, and delivery of shared services of the states shared computing and network infrastructure and services. Ensure the development and implementation of all of the section's goals, objectives, operating policies and procedures, strategic and technical, in accordance with the division's mission.

As the DCS Director's official designee, represent the Director in all strategic, tactical, customer and leadership discussion and decision making. Provide strategic advice and consultation to the Director on planning, communications, and tactical operations.

Evaluate the quality and quantity of section services. Determine and direct improvements as needed. Adjust and redistribute resources to match service demands or to meet changes in law, local participation or Center priorities and needs. Direct the goal setting and action planning for the department; evaluate key areas for results and levels of productivity to assure progress in meeting established goals.

Direct the procurement and installation of hardware and software that will meet user service level needs for network connectivity.

Work with the Enterprise Information Services and with executives of outside groups to assure that the activities of the DCS are compatible, whenever possible, with goals and objectives of those outside groups. Outside groups include other state agencies, local government entities, Federal agencies, and DCS public and private sector partners.

Participate as DCS representative on intrastate, interstate and other task forces and ad hoc groups related to developing and maintaining central hardware platforms. Advocates for the State of Oregon's and the DCS's interests and policies as appropriate.

Provide expertise on development and usage of the mainframes, wide-area network, networked servers, and networking as they apply to the DCS and DAS executive managers, and other state agency managers, local government managers, and managers of DCS's private and public sector partners, and information systems managers in other states. Consults with these managers on the use and deployment of information systems technology to meet the business needs of their organizations

30%

NC

E

Supervision

Provide leadership and direction for a diversified staff. Provide leadership and direction to subordinate management staff. Supervise, hire, monitor performance, develop, coach, discipline and provide direction to employees. Respond to and resolve employee grievances. Assign and plan work. Promote safety training and practices in performance of all work activities. Implement Affirmative Action and Diversity strategies and goals. Structure activities that will promote and foster a diverse workforce and discrimination/harassment-free workplace.

Manage, engage and motivate in line with performance targets by creating an environment conducive to collaboration, innovation and teamwork. Manage activities by creating and maintaining a high performance environment characterized by positive leadership and a strong team orientation.

15%

NC

E

Budget Management

Direct the preparation of the biennial budget request for the DCS by managing the activities of subordinate staff to assess budget needs and to evaluate and track those needs against DCS goals and objectives. Ensures financial resources are planned to meet the commitments made through Service Level Agreements.

Manage expenditures of the DCS through the biennium and with full authority necessary budgetary action to meet organizational and operational goals and objectives.

Prepare and deliver program, project and service recommendations and progress reports to the legislature, agency directors and agency CIOs.

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.

Duties are primarily performed in an office environment, working at a computer terminal for long periods of time, working in or around noisy machinery. In-state travel is required. Business needs may require working irregular hours or shift work (24/7, weekends, evenings, holidays, and travel for job related purposes) in order to do work or make changes or maintenance that are not approved to be done during the hours of 6am – 6pm. Business needs may require re-assignment to one of three shifts (days, swing or graveyard) and with short notice. This position is suitable for remote work options.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- Oregon Revised Statutes,
 - Oregon Administrative Rules,
 - Statewide Policies and Procedures
 - Department of Administrative Services Policies and Procedures,
 - State Data Center policies and procedures,
 - Enterprise IT Strategy,
 - Enterprise IT Architecture and Standards,
 - Information Technology Infrastructure Library (ITIL)
- 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 CIO's and technology leaders	In Person, by mail, email or telephone	Develop standards, provide direction and resolve service issues	Monthly
Agency Customers and managers	In Person, by mail, email or telephone	Problem solving, requests and inquiries	Daily
Director, department and division staff	In Person, by mail, email or telephone	Program planning, policy development, problem solving and coordination	Daily
Governing Board and Executive Committee	In Person, by mail, email or telephone	Program planning and review, policy approval and strategic direction	As Needed
Other governmental officials	In Person, by mail, email or telephone	Program overview, planning and inquiries	Weekly
Vendors and contractors	In Person, by mail, email or telephone	Contract management, problem solving, discussion of services	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

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- Compile DCS departmental budgets and reconcile them with spending and staffing constraints.
- Approve departmental budgets and present them to the DCS director.
- Approve DCS operational policies and procedures.
- Ensure operational compliance to DCS standards, procedures, policies.
- Interface with agency customers to ascertain and approve service and project requests, prepare project budgets, priorities, and schedules.

The direct effect of these decisions:

- Impact state agency budgets and levels of service provided to state agencies.
- Affect staff utilization, organization, service delivery, and cost to customer agencies.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
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SECTION 9. OVERSIGHT

What are the oversight activities for this position?

Plan Work
Assign 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

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

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.

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.
- Employee is required to obtain and maintain CJIS clearance.
- Adheres to all DAS policies and SDC policies, processes and procedures (i.e., Change/Incident/Asset/Problem/Request Management)

1. Strategic & Enterprise Leadership Capabilities

- Proven experience serving as a second-in-command or deputy role with delegated authority in a large enterprise or public-sector IT organization
- Ability to represent the Director with executive leadership, agency CIOs, Enterprise CTO, CISO, legislators, and vendors
- Demonstrated ability to translate statewide or enterprise technology strategy into executable operational and infrastructure plans
- Strong enterprise mindset balancing cost, risk, service quality, resilience, and modernization outcomes
- Experience operating within complex governance environments with multiple stakeholders and competing priorities

2. Advanced Technology & Platform Expertise

- Leadership experience overseeing hybrid infrastructure environments, including on-premises data centers, cloud platforms, and legacy systems
- Strong understanding of data center reference architectures, including compute, network, storage, virtualization, and container platforms
- Experience supporting platform modernization efforts, including virtualization, containerization, automation, and legacy workload transition strategies
- Knowledge of cloud governance, landing zones, workload placement strategies, and cloud exit or portability considerations
- Experience designing or overseeing enterprise-scale network, connectivity, and resiliency architecture
- Disaster recovery and business continuity leadership

3. Identity, Security, Risk & Compliance Leadership

- Executive-level understanding of enterprise identity and access management, including workforce identity, privileged access management (PAM), service and workload identities, and identity federation
- Experience partnering closely with Identity teams, CISOs, security architects, auditors, and compliance organizations
- Strong understanding of Zero Trust principles, including identity-centric access, segmentation, continuous verification, and telemetry-driven enforcement

- Familiarity with regulatory and compliance frameworks such as CJIS, HIPAA, IRS 1075, FedRAMP, and related audit requirements
- Ability to support or lead major security incidents, risk mitigation efforts, and crisis response activities

4. Financial, Vendor & Contract Leadership

- Experience managing large vendor ecosystems supporting data center, cloud, networking, security, and platform services
- Demonstrated success negotiating contracts, managing SLAs, and overseeing vendor performance and transitions
- Strong understanding of cost recovery, chargeback or rate-setting models, and service-based financial accountability
- Experience supporting multi-biennium budget planning, forecasting, and cost optimization initiatives

5. Organizational Leadership & Talent Development

- Proven experience managing managers and leading large, technically diverse teams
- Strong focus on talent development, succession planning, and building future technical and operational leaders
- Ability to lead teams through organizational change, modernization efforts, and periods of operational stress
- Demonstrated commitment to accountability, performance management, and healthy organizational culture

6. Change, Transformation & Service Delivery

- Experience leading or supporting large-scale IT, infrastructure, or data center transformation initiatives
- Strong understanding of IT service management (ITSM) practices, metrics-driven operations, and continuous improvement models
- Ability to evolve organizations from reactive operations to disciplined, proactive, and resilient service delivery
- Experience aligning operational execution with enterprise architecture standards and CTO-led direction

7. Executive Communication & Stakeholder Management

- Ability to clearly brief executive leadership, boards, legislators, and oversight bodies on technical, financial, and risk-related topics
- Strong skill translating complex infrastructure, security, and architectural issues into business and risk-based language
- Experience managing relationships across enterprise IT, agency leadership, finance, security, identity, and external partners

8. Personal Attributes

- Demonstrated calm, decisive leadership under pressure
- High ethical standards, stewardship mindset, and commitment to public service
- Strong judgment, adaptability, and resilience in ambiguous or high-impact situations

9. Preferred or Desirable Qualifications

- Experience working in large public-sector or highly regulated enterprise IT environments
- Familiarity with chargeback, cost recovery, or service-based funding models
- Certifications such as ITIL v4, COBIT, PMP, or equivalent enterprise frameworks (preferred, not required)

SECTION 11. BUDGET AUTHORITY

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

Operating Area	Biennial Amount	Fund Type
Administration	No biennial limit	Budgeted

SECTION 12. ORGANIZATIONAL CHART

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

SECTION 13. SIGNATURES

_____ Employee	_____ Date
_____ Manager	_____ Date
_____ Appointing Authority	_____ Date