State of Oregon Position Description

Company: Department of Administrative Services

Organization: Hybrid Compute Services - DAS

Service Type:

SECTION 1. POSITION INFORMATION

Job Profile Title:	Information Technology Customer Engagement and Support Manager 2	**Job Profile ID:**	7904
Business Title:	Enterprise Cloud Infrastructure And Platform Manager (Unfilled)	**Position ID:**	000000032051
Employee Name:		**Company ID:**	10700
Representation:	MMS	**Budget Auth No:**	1118910

Location: Salem | DAS | State Data Center

Supervisor: Gary Kreiger (Information Technology Platforms and Systems Manager 3)

Position:

Time Type: Full Time

FLSA: Exempt

Exempt Reason:

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 (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 (DCS) 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), cloud services, email services, data center colocation and data backup services.

The primary purpose of this position is to provide strategic and operational leadership for enterprise cloud computing and data protection services that support state agencies. This role oversees teams responsible for cloud infrastructure, and data backup and recovery, ensuring reliable, secure, and high-performing services across both on premises data center environments and multi cloud platforms.

The position is accountable for developing, implementing, and sustaining a comprehensive cloud strategy that aligns with enterprise objectives and strengthens statewide technology resilience. This includes planning and maintaining scalable cloud-based services, optimizing system performance, and ensuring the protection and recoverability of critical state data. The role partners with cross-functional teams to design and deploy standardized cloud solutions, evaluates emerging technologies to drive innovation and efficiency, and proactively monitors service availability to maintain 24/7/365 operational continuity.

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% R E 1. Leadership, Workforce Management, and Employee Development

- Provide leadership and direction to a diverse team of professional, technical, and support staff.
- Recruit, hire, onboard, and retain qualified personnel while ensuring compliance with affirmative action, equal employment opportunity, and diversity objectives.
- Set clear performance expectations, conduct evaluations, coach employees, address performance gaps, and initiate disciplinary actions when necessary.
- Assign and prioritize work; monitor workload distribution to support operational efficiency.
- Respond to and resolve employee concerns and grievances.
- Foster a respectful, inclusive, and harassment-free workplace aligned with agency values.
- Promote safety awareness and ensure staff follow established safety practices.
- Identify and support staff training needs; recommend and assist with curriculum development and implementation.

30% R E 2. Operational Oversight of Systems, Cloud, and Data Protection Services

- Provide oversight and guidance for all systems and services within the unit's operational scope, including proactive monitoring, alerting, issue resolution, and service reliability.
- Ensure consistent delivery of high-quality support services across data center and cloud computing environments.
- Establish and monitor service levels, customer service standards, and operational processes.
- Coordinate integration of service delivery with related technology domains to ensure alignment, efficiency, and reliability.
- Participate in architectural reviews to ensure adherence to established enterprise standards, practices, and policies.
- Identify, evaluate, and recommend technologies and tools that enhance performance, scalability, and cost effectiveness

20% N E 3. Strategic Planning, Policy Guidance, and Organizational Alignment

- Contribute as a member of the management team by helping set strategic direction, goals, and priorities for the division.
- Provide input on policy decisions and ensure unit activities align with organizational objectives, regulatory requirements, and enterprise strategies.
- Assess operational needs and adjust staffing, resource allocation, and service delivery models accordingly.
- Lead unit-level goal setting, action planning, and evaluation of progress toward established objectives.
- Promote cross-functional collaboration and maintain strong working relationships with internal partners, agency staff, and leadership.

10% R E 4. Budget, Resource, and Administrative Management

- Develop and manage the unit's operating and capital budgets, including forecasting, expenditures, and investment planning.
- Provide managerial oversight for procurement and contracting activities within the unit's scope, ensuring requests for technical products and services align with established policies, standards, and budget priorities.
- Review and approve budget requests, technology investments, and resource allocations.
- Develop and manage the unit's operating and capital budgets, including forecasting, expenditures, and investment planning.
- Provide managerial oversight for procurement and contracting activities within the unit's scope, ensuring requests for technical products and services align with established policies, standards, and budget priorities.
- Review and approve budget requests, technology investments, and resource allocations.

5% R E 5. Professional Conduct, Communication, and Organizational Engagement

- Model and promote agency values, including accountability, customer focus, collaboration, innovation, and respectful workplace conduct.
- Maintain open and effective communication with supervisors, staff, and stakeholders.
- Contribute to a positive and productive work environment through active participation, transparency, and constructive feedback.
- Maintain regular and reliable attendance to meet operational and service requirements.

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 (Occasional to Frequent, as Needed): The position may require on-site attendance during traditional business hours for operational needs such as 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 Stakeholders (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.

Remote Work Expectations
Employees approved for remote work must:
• Perform all job duties to the same standards expected in an on-site work setting.
• Comply with agency policies, guidelines, and management directives.
• Maintain a professional demeanor in all work activities.
• Meet performance expectations and be available during established work hours as determined by business needs.
• Ensure their remote workspace meets all safety, security, and confidentiality requirements, including maintaining an adequate broadband connection.

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,
• EIS policies and procedures,
• Enterprise IT Strategy,

• Enterprise IT Architecture and Standards,
• Data Center Standards Manual
• Vendor Supplied Manuals
• Operating Procedure Manuals
• Oregon Administrative Rules
• DAS Policies and Processes
• Statewide Policies and Procedures
• Information Technology Infrastructure Library (ITIL)
• ISO/IEC 20000-1:2018 Information Technology – Service Management
• COBIT 2019 – Enterprise Governance of I&T

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	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
DCS Director & Deputy Director, DCS Management and Staff	In Person, by mail, email or telephone	Information sharing/requests and inquiries/recommendations	Daily
Director, department and division staff	In Person, by mail, email or telephone	Program planning, policy development, problem solving and coordination	Daily
Other governmental officials	In Person, by mail, email or telephone	Program overview, planning and inquiries	As Needed
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.

The position is responsible for making independent decisions that directly influence the delivery, performance, and long-term sustainability of cloud, data protection, and related infrastructure services within the enterprise environment. Decisions typically involve the following areas:

Budget, Capital Planning, and Procurement
- Prepare and justify the unit's operating budget and capital spending plans to support the services managed by the unit.
- Recommend and justify procurement of technologies, products, and services essential to delivering and operating unit-supported solutions.

Strategic and Operational Planning
- Develop and implement plans that anticipate the cloud and data protection needs of agency customers and align those plans with broader enterprise infrastructure and computing domains.

• Determine required investments, staffing, and resource adjustments necessary to support service demand, operational stability, and strategic objectives.

Policy Interpretation and Compliance
• Make decisions regarding the interpretation and application of policies, procedures, and standards, including those involving sensitive and confidential matters.
• Ensure adherence to enterprise security, governance, and operational requirements.

Staffing and Workforce Decisions
• Hire and maintain staffing levels necessary to meet operational and service delivery requirements.
• Set expectations and assign work to support organizational priorities and ensure continuity of critical services.

These decisions have a material impact on enterprise operations:

• State agency budgets and service levels: Decisions regarding budgets, capital planning, and technology investments directly affect the cost, availability, and quality of services provided to state agencies.
• Organizational efficiency and resource utilization: Staffing, workload assignments, and operational planning decisions shape staff utilization, service delivery effectiveness, and the overall cost to customer agencies.
• Operational reliability and data protection: Decisions about technology standards, cloud strategies, and data protection practices influence system uptime, resiliency, and data integrity across the enterprise.
• Risk, compliance, and confidentiality: Sound policy interpretation and adherence reduce legal, operational, and security risks; poor decisions may expose the organization to service disruptions, data loss, or non-compliance impacts.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
IT Plat & Systems Manager 3	2548804	In Person	Quarterly	Performance Evaluation
IT Plat & Systems Mgr 3	2548804	In Person, by mail, email or telephone	Weekly	Regular check ins; review and progress of work

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:

Domain Knowledge
• Demonstrated knowledge of enterprise cloud platforms and hybrid/multi-cloud operations in a large, complex services environment (Amazing Web Services, Microsoft Azure, and Google Cloud.)
• Experience with cloud governance and alignment to enterprise standards, policies, and technology roadmaps.
• Functional understanding of cloud service models and migration approaches, including IaaS, PaaS, SaaS, and cloud modernization patterns.
• Operational knowledge of cloud security controls, backup and recovery, and compliance requirements.
• Knowledge of emerging cloud technologies and their application to enterprise service delivery.

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.

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

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, backup systems, 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 expertise in cloud services, data protection, disaster recovery, FinOps practices, and multi-cloud or fabric-based connectivity.
• Demonstrate capability in planning and executing large-scale or multi-year technology initiatives, including resource planning, budgeting, and cost-benefit analysis.
• Apply strong analytical and problem-solving skills, including root-cause analysis and performance optimization.
• Develop and document repeatable operational processes and apply modern system and process-development practices.
• Demonstrate effective project management skills.

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.

SECTION 11. BUDGET AUTHORITY

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

Operating Area	Biennial Amount	Fund Type
Enterprise Cloud Services	No biennial limit; Signature expenditure authority up to $25,000	Budgeted

SECTION 12. ORGANIZATIONAL CHART

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

SECTION 13. SIGNATURES

Employee	Date
Manager	Date
Appointing Authority	Date