



State of Oregon Position Description

Company: Department of Administrative
Organization: Services Enterprise Network
Service Type: Operations - DAS
Representable Classified

SECTION 1. POSITION INFORMATION

Job Profile Title:	Information Systems Specialist 6	Job Profile ID:	C1486
Business Title:	LAN/WAN Network Engineer	Position ID:	000000065953
Employee Name:	VACANT	Company ID:	10700
Representation:	OAS	Budget Auth No:	979920
Location:	Salem DAS State Data Center		
Supervisor	Jason Jolley (Information Technology Manager 2)		
Position:	Information Systems Specialist 6		
Time Type:	Full Time		
FLSA:	Non Exempt		
Exempt Reason:			
Overtime Eligible:	Yes		
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.

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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) 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.

Network Services is responsible for the Data Center network, wide area network (WAN), metropolitan area network (MAN), local area networks (LAN) and wireless networks. Primary functions include responsibility for the design, engineering, configuration and installation, and administration and maintenance of the enterprise's data communication systems.

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:

This position belongs to the DCS Networking team which monitors, maintains, and supports the managed DCS networking environment for all Agency customers. This position will support traditional Network architecture as well as current trends such as Cloud services and Software Defined

Networking (SDN) options. Currently, this includes wireless, router and switch administration. This position supports the State's Wide Area Network (WAN), which is the backbone for all agencies to access our State Data Center (SDC) and other shared compute resources and the Local Area Networks (LAN), which involves configuring, installing, debugging, repairing, monitoring, and maintaining network equipment for our Agency customers.

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.

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.

25% - R - E Customer Assistance

This position communicates on a daily basis with network customers (state agencies, political subdivisions, and qualifying non-profits) which may include:

- Responding to customer phone calls regarding highly complex network support issues by listening and building strong partnerships to achieve resolution.
- Visiting customer sites across the state to provide support and guidance to customer network needs.
- Providing training and assistance to staff on highly complex network configurations.
- Explaining complex technical issues to non-technical customers to deliver meaningful results.

50% - R - E Operations

This position monitors, maintains and supports on a daily basis all the various types of network infrastructure in an enterprise environment, which may include:

- Troubleshooting highly complex network routing issues.
- Installing, upgrading, and testing networking equipment (routers, switches, and wireless devices) across the state at customer locations.

- Supporting routers, switches, and wireless devices at the various customer facilities around the state.
- Providing triage and troubleshooting support of highly complex end to end network connectivity including the circuit, hardware, and software.
- Communicating with network service provider vendors to coordinate new installations, troubleshoot existing, or escalating service outages.
- Analyzing and identifying solutions for network-related incidents reported by customers and/or network monitoring tools.
- Identifying and documenting “best practice” processes to diagnose network incidents.
- Coordinating efforts with other ISS staff to resolve incidents.
- Participate in team collaboration, with the focus of helping each other succeed

20% - R - E Construction

- Proofs templates provided by engineering staff for highly complex network configurations.
- Designs and installs network solutions at highly complex multi-customer sites and “one-off” locations.
- Assists with documenting highly complex network configurations and helps maintain the enterprise repository of systems documentation.
- Leveraging new ideas, embracing change and managing risks in order to deliver Network services

5% - N - NE Other duties as assigned.

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 performed in an office environment working at a computer terminal for long periods of time, with the possibility of working in or around noisy machinery. This position requires travel to customer sites across the state to install, maintain, and/or troubleshoot network equipment. The frequency of travel depends on work demands. This position may be required to work long hours which may include evenings and weekends. 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 perform maintenance that are not approved to be done during the hours of 6am – 6pm. This position is suitable for remote work options.

Occasional lifting of heavy network equipment is required.

SECTION 5. GUIDELINES

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

- Data Center Standards Manual
- Vendor Supplied Manuals
- Operating Procedure Manuals
- Oregon Administrative Rules
- DAS Policies and Processes

- Statewide Policies and Processes

How are these guidelines used?

They provide general guidance and policy direction and framework to the employee who must interpret and apply them as necessary for each situation. Assures compliance with correct rules and procedures in performing daily work assignments. Complying with such policies ensures appropriate completion of expected and assigned duties.

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	Recommendations	Weekly
State Agency & Internal Staff	In Person, by mail, email or telephone	Troubleshooting	Daily
Vendors resolution	In Person, by mail, email or telephone		Problem
	Daily		

SECTION 7. POSITION RELATED DECISION MAKING

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

This position is responsible for ensuring the network systems perform to optimum standards. Inaction or bad decisions may cause the systems to become inoperable to users on a statewide basis.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
PEM E	2548724	In Person, by mail, email or telephone	As Needed Evaluation	Performance
PEM E X7008	2548724	In Person, by mail, email or telephone	Regularly	To ensure understanding of the system requirements and that all security measures are being enforced.

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. 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.

Additional skills, abilities and requirements:

- Employee is required to possess and maintain a valid driver's license issued by the state where the employee resides.
- Employee is required to obtain and maintain CJIS clearance.
- Skill in configuring, installing, repairing and maintaining LAN, WIRELESS and WAN hardware in Cisco and Juniper environments.
- Skill in utilizing network monitoring tools such as Statseeker, SolarWinds, etc.
- Skill in designing and maintaining network topology maps.
- Skill in documenting complex technical processes.
- Skill in providing peer-to-peer quality control by cross checking work with other ISS staff in a complex technical environment with a commitment to collaborate and communicate with team members.
- Skill in the principles of network fundamentals, operating systems, software and hardware standards and the impacts to statewide customers.
- Ability to establish and maintain effective working relationships with superiors, subordinates, peers, other agencies and the public.
- Strong technical analytical skills.
- The ability to explain complex technical issues to non-technical customers.

Behavioral Expectations:

- 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; and
- Adheres to all DAS policies and SDC policies, processes and procedures (i.e., Change/Incident/Asset/Problem/Request Management).
- The ability to support and uphold the DCS Mission, Vision and Values

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