STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
September 2025

Agency: The Department of Administrative Services

Division: Office of the Chief Operating Officer

☐ New ☒ Revised

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

SECTION 1. POSITION INFORMATION

a. Classification Title:	Information System Spec. 3	**b.** Classification No:	C1483
c. Effective Date:		**d.** Position No:	2700006
e. Working Title:	Tier 1 Service Desk Technician	**f.** Agency No:	10700
g. Section Title:	DAS IT Service Desk	**h.** Budget Auth No:	1443238
i. Employee Name:	Vacant	**j.** Repr. Code:	OAS

k. Work Location (City – County): Salem / Marion

l. Supervisor Name: David Black

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

DAS IT is a central component of DAS and reports to the DAS Chief Information Officer who reports directly to the DAS Director. DAS IT provides internal support to the divisions in DAS, as well as 20 small agencies, boards and commissions. Our purpose is to bring people and technology together by providing reliable service, accurate information, and creative solutions within an agile organization that is able to meet current and future challenges.

DAS IT is comprised of over 40 FTE and consists of the following units: Office of the DAS Chief Information Officer, IT Solutions & Application Delivery, Security & Risk Management, IT PMO & Governance, Purchasing and Contracts, and Technology Operations. DAS IT provides the technology systems and services that support more than 1300 staff and 2500 devices deployed across the state, and the service desk responds to over 12,000 tickets each year. In addition, the Office of the Chief Information Officer provides management support for IT projects, integration services, systems architecture, database services, IT assets and change management, while also coordinating network and computing operations with the Oregon State Data Center.

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 DAS IT Service Desk Technician is responsible for triaging, troubleshooting, and repairing customer desktop IT problems, using consistent processes and procedures. They also facilitate escalation and coordination of more complex technical issues with higher level DAS IT, EIS, DCS and CSS technical staff.

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
45%	R	E	**Customer Assistance** • Provide first contact support of incoming incidents and requests to the service desk via telephone, web portal, email, and chat to ensure courteous, timely, and effective resolution of end-user issues. • Build rapport and elicit problem details from service desk customers. • Work with DAS IT Leadership and team leads to prioritize incidents and service requests according to defined processes to meet defined SLAs. • Escalate incidents and requests with accurate documentation to suitable technician and/or team. • Record, track, and document the service desk incident-solving process, including all successful and unsuccessful decisions made and actions taken, through to final resolution.

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

			• Research solutions through internal and external knowledgebases. • Identify and learn appropriate software and hardware used and supported by the organization. • Perform hands-on fixes at the desktop level when remote tools are not appropriate, including hardware repairs, delivery of peripherals, or other fixes as determined. • Test fixes to ensure an incident has been adequately resolved. • Contribute to technician and end user knowledgebase. • Reinforce SLAs to manage end-user expectations. • Provide suggestions for continual improvement. • Troubleshoot and repair desktop technology and connectivity issues on a variety of agency and enterprise systems, including but not limited to mainframe, LAN/Desktop connectivity, networks, firewalls, web page content inquiries, teleconferencing, online services, and mobile devices. • Respond to and communicate directly with customers regarding their assistance requests. Utilize various remote desktop technologies to troubleshoot and repair issues. Create and assign help desk tickets as needed to escalate problems to a field technician, lead worker, DAS IT Services Desk Tier 2 technicians, and management. • Communicate with customers the details regarding scheduled or unscheduled down-time of IT systems, network, applications, databases, and other affected IT systems. • Participate in ongoing design and maintenance of Service Desk tool set. • Maintain awareness of customer problem resolutions and keep the customer updated on resolution status. • Initiate escalation as appropriate to ensure management awareness of problems that are severe in nature or that are exceeding documented targets. • Trains and informs user base of IT tools available including self-service portal and Software Center.
40%	R	E	**<u>Operations</u>** • User onboarding and offboarding functions including creation, disabling, and decommissioning of accounts; group memberships; setting up of multifactor authentication. Direct customer to appropriate resources regarding services provided by DAS • Follow processes and procedures of hardware receiving, recycling, disposal, and asset storage. • Accurately track and process incoming and outgoing shipments of IT assets in DAS IT asset database including laptops, desktop computers, cell phones, and accessories. • Accurately maintain digital records of IT assets in asset database including employee assignments, condition, location, etc.

			• Partner and coordinate with proper vendors for recycle and disposal of IT equipment • Apply OS images to IT hardware via DAS IT's standard process • File management including restoring and deleting datasets.
10%	NC	E	**Construction** • Triage and/or fulfill requests that are submitted to the DAS IT (i.e. firewall request, new user request, etc.) • Identify procedures that need to be documented for all Help Desk team members, develop procedures to incorporate into DAS IT knowledge repository. Develop Help Desk procedures as changes in technology. Add to TSC standard operating procedures and the knowledge repository.
5%		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.

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and video-conferencing.

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 IT 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 IT. 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.

- Vendor Supplied Manuals
- Operating Procedure Manuals
- Oregon Administrative Rules
- DAS Policies and Processes
- Statewide Policies and Processes
- ISO 9000 policies and work instructions
- IT Standards (e.g. ITIL, Cobit)
- DAS IT processes and procedures
- Statewide Information Technology Rules and Policies
- System Documentation
- SLAs with all DAS IT customers

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.

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".*			
Section and division staff	In writing, by telephone, electronically, in person	Problem triage and resolution or escalation	Daily
DAS Managers and Leads	By telephone, electronically, in person	Resolve Issues	Daily
Agency Customers and Client Agencies	By telephone, electronically, in person	Resolve Issues	Daily
Contractors	In writing, by telephone, electronically, in person	Resolve Issues	As needed

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.
The Help Desk Analyst makes assessments of end-user technical problems. Poor decisions could result in unnecessary delay, customer dissatisfaction, and failure to meet agency product, time and service requirements. The decisions of this position, as it pertains to processes and procedures, will entail critical thinking and good judgment. Errors could cause miscommunication and failure to follow important directions ultimately leading to possible loss of availability and reliability in DAS products and services.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
PEM E X7008	0414876	In person & in writing	Daily/Weekly	To ensure understanding of the system requirements and that all security measures are being enforced.
		Written / in person	Annual	Performance Evaluation

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

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

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:

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:

- Demonstrated skills in quality customer service.

- Strong verbal and written interpersonal and communication skills, superior telephone etiquette and an ability to deal effectively with customers, vendors, peers and management.
- Strong problem-solving skills and inherent decision making ability.
- The ability to organize work efficiently and work well under stress and time pressures.

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

Operating Area	Biennial Amount ($00000.00)	Fund Type
NA		

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

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