



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
August 2016

Agency: The Department of Administrative Services

Division: Office of the Oregon State CIO

New Revised

This position is:

- Classified
Unclassified
Executive Service
Mgmt Svc - Supervisory
Mgmt Svc - Managerial
Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

Form fields for position information including Classification Title, Effective Date, Working Title, Section Title, Employee Name, Work Location, Supervisor Name, Position type, FLSA status, and Overtime eligibility.

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") 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.

To accomplish its mission, DAS partners with private enterprise, citizens, customer service boards and other governmental entities to ensure efficient and effective delivery of government services. The office of the Chief Operating Officer ("COO"), a central component of DAS, unites statewide solutions through team leadership. The COO office coordinates work teams and initiatives that cross jurisdictional and agency

boundaries with a goal of achieving transformative, long-term change and developing an agile organization that is able to meet current and future challenges.

The Office of the Oregon State CIO (OSCIO) is a state government-wide information technology (IT) program led by Oregon’s Chief Information Officer (CIO). The CIO is a statutory position appointed by the Governor and works closely with the COO and state leadership on adoption of statewide IT policies, standards and governance. The OSCIO has independent statutory authority and is aligned with the DAS budget. The office has 254 FTE and is funded by assessment and rates charged for the services provided.

The OSCIO provides centralized oversight for enterprise-wide IT resource management, planning, policy, program development, project delivery and the setting of statewide IT standards. The OSCIO 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 OSCIO 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. OSCIO is committed to hiring highly-skilled, diverse and dedicated employees who will bring a unique skill set to the team. The Office is comprised of the following divisions; Enterprise Technology Services, Enterprise IT Governance, Enterprise Security and Strategic Acquisition and Vendor Management.

Enterprise Technology Services (ETS) is a shared service organization designed to serve the unique needs of its customers in many locations throughout Oregon's 36 counties. ETS develops and operates the State of Oregon's computing and networking infrastructure – 24 hours a day, seven days a week. ETS serves the majority of the state's largest agencies and handles the information technology (IT) demands of more than 150 small agencies, boards, commissions and other governmental entities.

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:

Business Services Administration provides business and information technology business operations support to Enterprise Technology Services. Business Services Administration provides general administrative support, legislative bill tracking and support, financial and budget management, purchasing, billing, project management and account management services.

Provides confidential executive level administrative support to the ETS Administrator and ETS Deputy Administrator with a high degree of independence. This position reports directly to the Business Services Office Manager and Division Personnel Coordinator.

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
60%	R	E	Administers and coordinates ETS Administrator and ETS Deputy schedules, arranges, coordinates and provides executive level support for their meetings. Composes correspondence, reports, memos, agendas and other documents as directed by the ETS Administrator

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

			<p>and ETS Deputy Administrator. Reviews, proofreads and finalizes the format of presentation materials.</p> <p>Works as an active member and executive level support to the executive management team. Contributes in discussions and decision making process. Is responsible for completion of deliverables assigned as a part of the team. Gathers and organizes materials necessary for executive management meetings. Tracks due dates of assignments and deadlines on the Administrator's agenda.</p> <p>Performs a variety of research activities and writes reports at the request of the ETS Administrator or ETS Deputy Administrator; may present findings and/or make recommendations to administrator, deputy administrator or division management team. Schedules and arranges appointments, meetings, and conferences and coordinates specific division projects and activities</p> <p>Sets up and maintains physical and electronic files of information required for projects. Assembles and keeps project and recurring meeting materials up-to-date and accurate. Makes arrangements for meetings and special conferences; arranges travel itinerary and accommodations for ETS Administrator and ETS Deputy, prepares and submits travel and expenses claims; maintains files of correspondence, reports, instructions, guidelines, and similar material requiring rapid retrieval and presentation; opens, scans or reads, and distributes mail; receives, interviews, and screens callers and visitors; provides information, resolves problems, responds to complaints, or routes callers and visitors to appropriate official for action.</p> <p>Receives and reviews incoming mail and requests for information. Prepares bills, coding blocks and other documents for Division Administrator's signature. Makes copies, distributes, and maintains files for bills paid and correspondence completed.</p>
30%	R	E	<p>Performs and coordinates technical and office administrative duties in support of the ETS Administrator, ETS Deputy Administrator and the division staff. Develops, recommends and implements office procedures and filing systems to ensure smooth office operations.</p> <p>Performs legislative support duties for the division, maintains a bill tracking system for all division-related legislation, offering executive level support to assure timely final review of legislation requiring the Administrator's approval. Performs session and interim legislative tracking activities by working with ETS Administrator, ETS Deputy Administrator, managers, staff and legislators to coordinate work sessions and hearings; maintains a central filing system for the division related legislation and/or supporting testimony, scheduling and other information for agency managerial staff.</p>

10%	R	NE	<p>Coordinates backup for other ETS administrative staff, receives and screens communication including responsibility of reception duties for the division. Greets visitors either in person or telephone. Answers general questions, gives directions and provides information with an emphasis on customer service. Researches inquiries and responds to customers. Directs customers to appropriate personnel for further assistance when necessary.</p> <p>Serves as a back up to the Office Manager and Division Personnel Coordinator. Assists in smoothly and efficiently prioritizing and scheduling the clerical staff, events and items requiring attention. Assists the Office Manager in planning, assigning and reviewing the work of clerical employees who provide secretarial and related support in the administrative office of top level managers. Assists the Office Manager in evaluating the performance of clerical employees by reviewing completed forms, documents and records, observing employees handling in person and telephone contacts with agency staff, private business and professional people, and the general public, and by holding regular conferences with individual employees.</p> <p>Other duties as assigned.</p>
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.

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.

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

b. How are these guidelines used?

They provide general guidance and policy direction and framework to the incumbent who must interpret and apply them as necessary for each application. Ensure 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 Contacted	How	Purpose	How Often?
ETS Administrator, Deputy Administrator, Managers	Phone/in person/email/fax	Identify, strategize, implement and update regarding DAS ETS office operations projects and issues	Daily
Division staff	Phone/in person/email/fax, electronically	Provide information, resolve problems, process daily workload	Daily
Agency CIO's	Phone/in person/email/fax, electronically	Provide information, resolve problems, process daily workload	As needed
Agency staff	Phone/in person/email/fax, electronically	Provide information, direct calls, schedule meetings and resources	Daily
Director's Office staff	Phone/in person/email/fax, electronically	Provide information, direct calls, schedule meetings and resources, resolve problems	As needed
Vendors, Travel Agencies, Education providers, subcontractors, accounts payable staff	Phone/in person/email/fax, electronically	Provide information, travel arrangements, conferences, vendor presentations, direct calls, schedule meetings and resources	As needed

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

SECTION 7. POSITION RELATED DECISION MAKING

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

Interprets State Administrative Rules, coordinates communications and division activities with section managers and staff. Represent division as subject matter expert in areas of expertise and responsibilities. Incumbent uses judgment in handling sensitive materials including personnel related information and legislative/policy documents. Incumbent is required to handle incoming telephone calls, customers and visitors with tact and courtesy while efficiently handling requests and complaints; routing of correspondence and mail; work prioritizing. Inappropriate decisions would negatively impact ETS customer service levels, ability to meet deadlines, maintaining credibility within the ETS, and with outside entities, including the Oregon Legislature.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
PEM G MESN Z7012	2548802	In person & in writing	Daily/Weekly	Provide direction and Special Projects
		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? 0
- How many employees are supervised through a subordinate supervisor? 0

b. Which of the following activities does this position do?

- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> 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:

- Professional expertise in establishing and maintaining effective working relationships with superiors, subordinates, peers and customer agencies and other divisions within DAS.
- Ability to maintain confidentiality in the workplace especially among peers groups.
- Ability to communicate detailed information to a diverse audience. Communication must be at a professional level with attention to grammar, spelling, and punctuation;
- Legislative coordination for division, knowledge of maintaining bill tracking system for all division-related legislation, ability to provide executive level legislative support
- Skilled in Microsoft Outlook, Microsoft Word, Microsoft Excel and PowerPoint
- Skilled in taking minutes in meeting.
- Knowledge of administrative policies, processes and procedures

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

NA		
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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