



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
September 2016

Agency: The Department of Administrative Services

Division: Office of the 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 with fields a-j: Classification Title, Effective Date, Working Title, Section Title, Employee Name, Work Location, Supervisor Name, Position, FLSA, Eligible for Overtime.

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.

DAS provides a stable management infrastructure and essential business services including technology, financial, procurement, publishing/distribution, human resources and facility asset management.

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 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. Additionally, ETS manages the network and voice services for many local governments.

**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:**

In Production Control this position provides the highest level technical, enterprise-wide operating systems customer service, monitoring, configuration, maintenance, planning, monitoring and enforcing of physical security for ETS and its customers. Support all Mainframe and iSeries systems based batch processes, implement new batch jobs and applications. Compile programs, plan, execute and coordinate major batch system implementations. Support the on-going maintenance of batch job applications critical to conducting State of Oregon business and providing services to Oregonians. Production Control supports multiple agencies state-wide and critical areas such as financials, budgeting, procurement, payroll, personnel. Provide after hours and weekend support of multiple state agency service desks and 24x7 Disaster Recovery and after-hours incident management support.

**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
30%	NC	E	<p><b>Customer Assistance:</b>  Diagnoses and evaluates connectivity, server, mainframe or iSeries systems problems on-site or via the phone and serves as the highest level of escalation point within the team for trouble tickets and calls. Researches recurring and widespread problems across multiple iSeries and mainframe logical partitions for state agencies. Coordinates and</p>

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

			<p>completes server reboots in order to restore services. Manages risks that could seriously impact agency wide processes or uptime of their CICS regions and system availability. Monitors and restores mainframe connectivity to the State Print Plant. Configures and maintains job scheduling events, applications, jobs and date drivers. Runs simulations and systematic checks to resolve errors. Researches new and unique errors, documents resolutions and educates lower level staff on techniques for resolutions. Conducts formal training of team members and multiple agency staff. Evaluates hardware issues, conducts tests and collects data for diagnosis. Validates hardware repairs, tests for functionality. Analyzes hardware related error codes and diagnostic messages. Verifies and tests restoration of service across multiple hardware platforms. Restarts IBM System Networks Architecture connections to re-establish connectivity.</p>
35%	NC	E	<p><b>Operations:</b>          Researches and analyzes alert messages and performance problems on a variety of systems and applications across mainframe, network, midrange and server platforms, fixing and/or escalating problems as appropriate. Schedules, adds, removes and updates jobs and adjusts existing schedules as needed on mainframe and iSeries platforms to control resource utilization and volume. Tunes job runs according to job guide instructions. Documents fixes and procedures for all staff members, maintains version control. Analyzes and modifies job control (JCL) programming language to allow jobs to be processed per agency requirements. Takes corrective action regarding file transfer protocol errors. Ensures Electronic Benefit Transfers are flowing through the Network data Mover application. Monitors physical security of the data center, follows procedures to ensure access controls are in effect. Provides high level after-hours service desk and incident management support and communications for agency outages and problems. Performs RACF resets and resumes.</p> <p>Analyzes workload and workflow for maximum production effectiveness and run times. Designs and implements new applications and job streams. Compiles new programs, Panvalet, CICS transaction server and batch programs, mostly COBOL language. Promotes documentation notes created by agency programming staff from the test environment to production. Identifies and resolves resource contentions by modifying job dependencies, initiator utilization and job priorities. Creates and maintains new definitions. Controls and maintains viewing access and security to confidential agency data reports. Performs regular maintenance to ensure optimum system performance. Manages access control groups to ensure security controls are in place to protect confidential reports for multiple agencies. Performs system IPLs to resolve major systems problems.</p>
10%	NC	E	<p><b>Construction:</b>          Assesses compatibility, dataset and resource conflict issues and creates solutions to these problems. Creates plans and simulations to ensure successful program implementations. Designs, maintains and</p>

			creates documentation and knowledge sharing platforms. Builds complex automated reports for statewide customers to provide critical batch process, implementation, job failure and incident reporting. Creates or modifies new telnet network protocol entries in the mainframe system tables. Automates new processes. Identifies version compatibility issues and assesses performance, creates proposals for addressing any issues. Tunes for optimum job performance and utilization of CPU time. Installs and configures scheduler graphical user interface software, configures connectivity and monitoring options. Creates change management requests, reviews and approves changes that may affect systems supported by Production Control.
20%	R	E	<p><b>Planning - Strategic:</b></p> <p>Plans, facilitates and coordinates Enterprise-wide strategic resource utilization, disaster planning activities that include:</p> <ul style="list-style-type: none"> <li>• Disaster recovery media management, data recovery testing.</li> <li>• Develops goals, tactics and strategies for statewide recovery of agency batch processes.</li> <li>• Analyzes statewide requirements for successful data recovery.</li> <li>• Creates plans, applications and strategies for the execution of restore batch jobs, database recovery and data validation.</li> <li>• Develops and maintains strategic documents for the team supporting multiple state agencies in remote locations.</li> <li>• Executes backup processes for all team documentation.</li> <li>• Analyzes resource needs (hardware and software), creates work plans to ensure they are available when needed.</li> <li>• Maintains Disaster Recovery laptops stored off-site to be ready for use in an emergency.</li> </ul> <p>Establishes compatibility/configuration planning and testing for new technologies for agencies in mixed environments with moderate changes.</p>
5%	NC	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, working in or around noisy machinery. 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.

## 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
- Vendor Supplied Manuals
- Operating Procedure Manuals
- Oregon Administrative Rules
- DAS Policies and Processes
- Statewide Policies and Process
- Federal Guidelines (FTI, IRS, SSA, etc.)

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?
State Agency & Internal Staff	Telephone and e-mail	Troubleshooting	Daily
Vendors	In person and in writing	Problem resolution	Daily
Management	In person and in writing	Recommendations	Weekly

*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.

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

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
PEM E X7008	2514884	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?

- |  |   |
|--|---|
| <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:**

- Highly skilled in the principles of network fundamentals, z/OS mainframe and iSeries operating systems, software and hardware standards and assessing impacts to statewide customers.
- Skills working with JCL, TSO, ISPF and mainframe and iSeries system monitoring tools.
- Device monitoring tools expertise (NAGIOS, What's Up Gold)
- Trouble ticketing system knowledge (RT and/or Remedy) and Incident Management skills.
- RACF administration skills
- Service Desk or Help Desk support expertise
- MOBIUS output archiving tool expertise. Ability to utilize asset management tool GLPI.
- Highly skilled in working with mainframe batch scheduling software (CA WA ESP), virtual tape systems, and automatic tape libraries.
- The ability to perform system IPLs.
- Skilled in establishing and maintaining effective working relationships with superiors, subordinates, peers and other agencies and the public.
- Strong technical analytical skills in a secure data-center environment.
- Skilled in explaining complex technical issues to non-technical customers.
- Strong written and verbal communications skills.
- Strong customer service and multi-tasking skills.

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 curser 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