



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
September 2016

Agency: The Department of Administrative Services

Division: Office of the State CIO

[ ] New [x] Revised

This position is:

- [x] Classified
[ ] Unclassified
[ ] Executive Service
[ ] Mgmt Svc - Supervisory
[ ] Mgmt Svc - Managerial
[ ] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Information Systems Spec. 8
b. Classification No: C1488
c. Effective Date: 07/01/07
d. Position No: 2548809
e. Working Title: Account Manager/Technical Business Analyst
f. Agency No: 10700
g. Section Title: ETS - Service Solutions
h. Budget Auth No: 000971430
i. Employee Name: Vacant
j. Repr. Code: OAS
k. Work Location (City - County): Salem / Marion
l. Supervisor Name: Wayne Smith

m. Position: [x] Permanent [ ] Seasonal [ ] Limited Duration [ ] Academic Year
[x] Full-Time [ ] Part-Time [ ] Intermittent [ ] Job Share

n. FLSA: [x] Exempt [ ] Non-Exempt
If Exempt: [ ] Executive [ ] Professional [x] Administrative
o. Eligible for Overtime: [ ] Yes [x] 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 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, 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. 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:**

Provide the senior level of customer account management, technical project management, strategic planning, and business controls to deliver computing and network services to all state agencies.

**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    | Customer Assistance- Account Management, Business Control: Communications 5%; Software 5%, Hardware 15%, Data 5%. Manage and accountable for the computing and network services for one large and a few small state agencies. Fully understands the ETS services, how they interoperate, and are available for use and delivery. Ensure customer is aware of the full range of ETS services and the benefits these services can provide to agency key success factors, strategies, goals, and objectives. Promote, implement and support ETS Service Utility, providing the customer w/standard interfaces, |

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

|     |    |   |   |
|-----|----|---|---|
|     |    |   | <p>consistent service, reliability, and on-demand consumption. Develop, negotiate, communicate and obligate the ETS/Agency's SLA w/customer IS Directors and line management.</p> <p>Proactively manage customer relationships at all levels. Effectively manages customer expectations. Anticipate communication needs which may arise for customers, team leads, peers, staff, and management by having all important plans, directions, business processes, and issues which may affect them, documented and current. Ensure all problems, changes, and requests are thoroughly documented.</p> <p>Advise ETS staff, management and executive management on how the ETS can provide better IT services to the agencies.</p> <p>Provide IT Service Level Management by maintaining and improving IT Service quality through the constant cycle of agreement, monitoring and reporting to meet the customers' business objectives.</p> <p>Ensure Capacity Management so that all the current and future capacity and performance aspects of the requirements are provided cost effectively.</p> <p>Ensure IT Service Continuity so that the required IT technical and service facilities can be recovered within required and agreed timescales.</p> <p>Provide IT Financial Management to ensure the cost-effective stewardship of the IT assets and resources used in providing IT services to the agencies.</p> |
| 5%  | NC | E | <p>Operations: Hardware 5%</p> <p>Develop and maintain Agency Account Controls with project activity, correspondence, agreements, Service Levels, Usage Reporting, forecasts, requests, monthly measurements and all other information pertinent the agencies service delivery.</p> <p>Advocate for the customer to track, follow-up on and resolve technical service issues. Ensure that the customer is well apprised of status, achievements, and issues. Lead root cause analysis on communications, software, hardware devices and data to diagnose user problems, coordinate solutions, track and report problems, test new features, and provide user training.</p>  |
| 30% | NC | E | <p>Construction – Project Management, People Management: Communications 5%; Software 10%, Hardware 10%, Data 5%.</p> <p>Provides project management leadership for large and/or unusual projects in the business area(s) assigned. These assignments are complex, enterprise-wide information technology projects that support the Enterprise Information Technology. These projects are often large in scope and can involve multiple state agencies. These projects can also involve the management of large contracts (over one million dollars) with external service providers.</p> <p>Define, manage and control all identified project management tasks. Duties also include: scope and resource planning; activity definition, sequencing, and duration estimating; developing and managing project budgets and schedules; reporting progress; reporting status of deliverables; coordination and oversight of all project resources</p>  |

|     |    |   |   |
|-----|----|---|---|
|     |    |   | <p>including IS technical staff, customers and contract staff; project communications; coordination with the project sponsor; other project managers; ensure that project resources are effectively and efficiently used; and, full responsibility for customer requirements, scope management, change control, issues logs, risk management, and quality assurance of IT projects.</p> <p>Leads a team that: Creates, designs or procures new computer systems and applications; conducts research and makes recommendations related to automation techniques which significantly extend the efficiency and effectiveness of computing resources; designs or evaluates computer hardware, software and systems and makes recommendations to meet customer needs; designs or evaluates advanced systems; conducts comprehensive analysis of advanced technology concepts and hardware configurations. Directs architects, engineers and senior analyst in the implementation of complex IT system solutions. Develops implementation plans that can involve cross agency cooperation, multiple jurisdictions, and multiple vendors.</p> <p>Maintains knowledge of state-of-the-art technologies through training, professional journals and publications, contact with other Technology and Project Management professionals, and self-initiated study. Reports technology advancement and trends to section manager and staff and recommends ways to utilize appropriate technologies to maximize future organizational benefits.</p> <p>Applies team management skills and constructively manages conflicts. Provides excellent negotiating skills and leadership skills required to elicit buy-in from people whom he or she does not have line authority. Encourages a strong sense of teamwork, supportive environment and open and honest two-way communications. Accurately identifies behavioral problems and takes corrective action. Lead and guide the development of personnel on projects. Provides a constructive, timely review of their performance. Has a positive approach toward customers, peers, staff and management. Is willing and eager to accept responsibility and make appropriate decisions. Knows limits and seeks advice when required. Has a strong desire to succeed and to help others succeed. Is seen as a role model at the top of the ETS Organization.</p> |
| 35% | NC | E | <p>Planning - Strategic:<br/> Communications 5%; Software 10%, Hardware 10%, Data 10%.<br/> Plan, coordinates and facilitates enterprise-wide strategic information systems planning activities, assembly and publication of the program, services level agreements, and other strategic planning documents. Ensures the ETS strategic plan and supporting documents sustain the long term objectives of: Operating as a Service Utility; Implementing a Service Oriented Infrastructure; Achieving a Common Operating Environment; and providing Enterprise Management.<br/> Develop, implement, maintain, and communicate a balance scorecard that reinforces the ETS Strategic Plan that incorporates: Financials - providing the lowest cost, highest value where the benefits exceed the</p>   |

|      |  |  |   |
|------|--|--|---|
|      |  |  | <p>costs; Internal Business Controls – Implements standards, processes, architecture, and technology; Teamwork &amp; Growth – Promotes effective teamwork and supports professional development; Customers – Delights the customer each time, all the time.</p> <p>Ensure the results of the strategic plan can be tactically managed and tracked to achieve the following benefits: Cost savings through economies of scale and standardization; Consistent, reliable service and interfaces; Easier to pull together government wide data; Common levels of service and commensurate to program needs</p> <p>Analyze need and develop the ETS policies and procedures by consulting with ETS management and staff, researching and analyzing all pertinent issues and information, assessing impact on the provision of services to clients, and determining the resources necessary for implementation to ensure the efficient and effective provision of services.</p> <p>Ensure policies developed will define computing, network, and data architectures and other aspects of the service support and service delivery processes.</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, 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 Processes
- PMBOK
- ITIL
- CoBIT

**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      |
| Management & Vendors                       | In person and in writing            | Problem resolution and recommendations | Daily      |
| City, County, Federal and Private citizens | In person, in writing and telephone | Consulting and research                | Daily      |

*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 providing the highest levels of software expertise in IT Service Delivery, IT Project Management and IT Business Controls. It must always consider the broad ramifications of decisions made on behalf of the state. If incorrect decisions are made, the efficient and effective utilization of state resources are at risk.

## SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

| Classification Title | Position Number | How                    | How Often | Purpose of Review  |
|----------------------|-----------------|------------------------|-----------|--|
| PEM E<br>X7010       | 2570081         | In person & in writing | Weekly    | To ensure understanding of the sections objectives, requirements and to ensure program services. |
|                      |                 | 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

