



**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

<p>a. Classification Title: <u>Information Systems Spec. 8</u></p> <p>c. Effective Date: <u>July 1, 2007</u></p> <p>e. Working Title: <u>Solutions Architect</u></p> <p>g. Section Title: <u>Solution Services – Business Relationship</u></p> <p>i. Employee Name: <u>Vacant</u></p> <p>k. Work Location (City – County): <u>Salem / Marion</u></p> <p>l. Supervisor Name: <u>Wayne Smith</u></p>	<p>b. Classification No: <u>C1488</u></p> <p>d. Position No: <u>2548816</u></p> <p>f. Agency No: <u>10700</u></p> <p>h. Budget Auth No: <u>000971500</u></p> <p>j. Repr. Code: <u>OA</u></p>	
<p>m. Position: <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share</p>		
<p>n. FLSA: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt</p>	<p>If Exempt: <input type="checkbox"/> Executive <input checked="" type="checkbox"/> Professional <input type="checkbox"/> Administrative</p>	<p>o. Eligible for Overtime: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

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:**

This position provides the highest levels of network, storage and computing technical expertise to create IT architecture. This position works with ETS customers to determine business requirements and utilizes in-depth knowledge of the ETS technical infrastructure and services to develop the solutions that fulfill the customer’s needs. Designs solutions for ETS to use in delivering IT services. The Solution Engineering team aligns customers’ business needs and ETS products and services, including services for new customer transition and internal services to ETS. Solution Engineering’s relationship with the customer and knowledge of business needs links ETS with customers’ business strategy. This section leads the architectural process and works with customer business needs.

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
20%	NC	E	Customer Assistance: Fully understand 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. Develop,

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

			<p>negotiate, communicate and obligate the ETS/Agency's Service Level Agreements with customer Information Technology Directors and line management.</p> <p>Work with ETS customers which includes agencies, boards, commissions, and cities to respond to questions and fulfill their network, storage and computing needs. Ensure customers are aware of the full range of ETS services and the benefits these services can provide.</p> <p>Identifies and recommends to ETS customers opportunities for data system and process improvements.</p> <p>Promote, implement and support the ETS Service mission, a set of service-level expectations designed to provide the customer with standard interfaces, consistent service, reliability, and on-demand consumption.</p> <p>Advise ETS staff, management and executive management on how ETS can provide better IT services to the agencies.</p> <p>Assist ETS customers with developing processes to ensure data system reliability and data quality.</p> <p>Assist in the planning for IT service growth to ensure that IT capacity meets current and future business requirements in a cost-effective manner.</p> <p>Manage risks that could seriously impact IT services, helping to ensure that the required IT technical and service facilities can be recovered within required and agreed upon timescales.</p> <p>Facilitate the cost-effective stewardship of the IT assets and resources used in providing IT services to the agencies.</p> <p>Ensure all problems, changes, and requests are thoroughly documented.</p>
10%	NC	E	<p>Operations: Develop and maintain project activity, correspondence, agreements, service levels, usage reporting, forecasts, requests, monthly measurements and all other information pertinent to agency service delivery.</p> <p>Lead root-cause analysis on communications, software, virtualization, network, storage, security, hardware devices and data to diagnose user problems, coordinate solutions, track and report problems, test new features, and provide user training.</p>

			<p>Track ETS computing capacity usage against projections and understand future customer demand in order to meet ETS projected capacity needs.</p> <p>Maintain 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. Report technology advancement and trends to section manager and staff and recommend ways to utilize appropriate technologies to maximize future organizational benefits.</p>
30%	NC	E	<p>Construction: Provide project management leadership for large and/or complex IT projects in the business area(s) assigned.</p> <p>Plan the scope and resources that will go into completing IT projects to ensure that any changes to a product or system are introduced in a controlled and coordinated manner.</p> <p>Develop and manage project budgets, maintain issues logs, and report on the progress of projects.</p> <p>Coordinate the staffing and scheduling of all key players involved in projects and ensure that project resources are effectively and efficiently used.</p> <p>Manage risks to ensure quality of IT projects.</p> <p>Create, design or lead procurements of new computer systems and applications; conduct research and make recommendations related to automation techniques that significantly extend the efficiency and effectiveness of computing resources.</p> <p>Design or evaluate computer hardware, software operating system virtualization and systems, storage solutions, network solutions, conduct comprehensive analysis of advanced technology concepts and hardware and virtualization configurations, and make recommendations to meet customer needs.</p> <p>Develop implementation plans that can involve cross agency cooperation, multiple jurisdictions, and multiple vendors.</p>
35%	NC	E	<p>Planning - Strategic: Plan, coordinate and facilitate enterprise-wide strategic information systems planning activities, assemble and publish strategic planning documents.</p> <p>Participate in ETS strategic planning and developing long term objectives of operating as a service utility, implementing a service oriented infrastructure, achieving a common operating environment, and enterprise service management.</p>

			<p>Participate in the strategic planning process to help achieve the following benefits: Consistent, reliable service and interfaces; easier to pull together government wide data; common levels of service commensurate to program needs; and new technologies and acquisition strategies.</p> <p>Consult with ETS management and staff to assist in the development of ETS policies and procedures that will result in efficient and effective provision of services.</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, with the possibility of working in or around noisy machinery. The current schedule for this position is Monday thru Friday 8AM to 5PM. This position may be required to work long hours which may include evenings and weekends.

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 Department Rules
- ETS Operating Framework
- Information Technology Infrastructure Library (ITIL)
- ETS Strategic Plan
- Project Management Body of Knowledge (PMBOK)

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 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:

- Skilled in current technologies, system and process development methods, and the use of computing resources at all levels.
- Strong technical analytical skills in a data-center environment.
- The ability to explain complex technical issues to non-technical customers.
- Demonstrated project management skills.
- Data center operations and process knowledge based on the ITIL framework.
- Data Center Virtualization.

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 cursor 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