

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 highest levels of technical support in Enterprise IBM CICS systems and associated subsystems on a statewide level in the Enterprise Technology Services.

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
10%	NC	NE	<p>Customer Assistance:</p> <p>Software – Diagnoses the most complex CICS related problems for all state agencies served by the ETS. This includes activities such as handling system abends, determining revenue and production losses, ensuring regulatory, safety and security requirements are met and developing and performing formal training.</p> <p>Analyze and resolve CICS performance and capacity issues, and related issues. Explain complex technical issues to non-technical customers.</p>
20%	NC	E	<p>Operations:</p> <p>Software – Tests and installs the most complex new-to-the-industry CICS related technology. This includes determining the impacts to</p>

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

			<p>existing systems, modifying software to make versions compatible coordinating solutions between multiple agencies served by the ETS and other relevant entities and tunes systems for performance. Resolves resource competition issues.</p> <p>Administer, maintain and support CICS environments along with multiple test and development environments. Responsible for administering and maintaining CICS environments, to include installation, configuration, development, monitoring, planning, and advanced troubleshooting and issue resolution.</p>
30%	NC	E	<p>Construction:</p> <p>Software – Performs CICS related needs assessments and creates new and/or unusual business processes for ETS supported agencies that have rapid change and no precedents. Is the Enterprise CICS Systems support specialist responsible for resolving conflicts and coordinating satisfactory resolutions. Meshes software with a wide variety of hardware, determines the final choice of vendors when appropriate, solves conflicting system and version issues and integrates changes and monitors system performance. Ensures interfaces with outside parties are operational.</p> <p>Administer, maintain, and implement practices and procedures for ensuring the availability, security and integrity of all CICS environments. Plan and implement CICS upgrades and patches as needed.</p>
40%	NC	E	<p>Planning:</p> <p>Software – Evaluates CICS and related technology that is new to the industry and determines compatibility. Performs cost/benefit analysis and effectively recommends change, writes inter-governmental, multi-platform project plans for multiple heterogeneous project teams. Manages the CICS change program and disaster planning processes. Continually supplies management with status reports on all projects.</p> <p>Primary supporting Enterprise CICS Systems support specialist for the z/OS mainframe environment.</p> <p>Performs Capacity Planning to ensure appropriate capacity within the technical infrastructure to support present and future initiatives</p> <p>Work in conjunction with other IT staff, application development, and business groups to understand functionality, scalability, performance, security, and integration requirements from the CICS related perspective.</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

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. Incumbent must make decisions concerning the appropriate application and interpretation of policies and procedures that regularly relate to highly sensitive confidential matters. Used to determine correct operational procedures necessary for efficient operation of statewide computer systems and work processes and procedures to ensure a consistent quality of services. Assures compliance with correct rules and procedures in performing daily work assignments.

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?
Management	Phone/in person/email/fax, electronically	Identify, strategize, implement and update regarding DAS ETS office operations projects and issues	Daily
State Agency & Internal Staff	Phone/in person/email/fax, electronically	Provide information, resolve problems, process daily workload	Daily
Vendors	Phone/in person/email/fax, electronically	Provide information, vendor presentations	As Needed
State Agency External Management & Staff	Phone/in person/email/fax, electronically	Provide information, direct calls, schedule meetings and resources	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 ensuring that the Enterprise DB2 Database systems and related subsystems perform to optimum standards. Inaction or bad decisions may cause the systems to become inoperable to users on a statewide basis and could result in personal harm to clients and/or serious economic loss.

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	2548822	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:

- Employee is required to possess and maintain a valid driver's license issued by the state where the employee resides or provide an acceptable alternate mode of transportation.
- Skilled in current technologies, system and process development methods, and the use of computing resources at all levels.
- Skill in establishing and maintaining effective working relationships with superiors, subordinates, peers and other agencies and the public.
- Strong technical analytical skills in a data-center environment.
- Skill in explaining complex technical issues to non-technical customers.

Behavioral Expectations:

- Prepare for meetings, bringing issues and solutions for the team to resolve;
- Share in leadership, and actively support decisions made by the management team;
- Participate in cross-functional or problem solving teams as needed; and

- Adheres to all DAS policies and SDC policies, processes and procedures (i.e., Change/Incident/Asset/Problem/Request Management)

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

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

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