



# State of Oregon Position Description

**Company:** Department of Administrative Services  
**Organization:** Infrastructure Services Division - DAS  
**Service Type:** Excludable Management Service - Supervisory

## SECTION 1. POSITION INFORMATION

<b>Job Profile Title:</b>	Information Technology Manager 2	<b>Job Profile ID:</b>	X7884
<b>Business Title:</b>	Enterprise Network Manager	<b>Position ID:</b>	000000047956
<b>Employee Name:</b>		<b>Company ID:</b>	10700
<b>Representation:</b>	MMS	<b>Budget Auth No:</b>	979740
<b>Location:</b>	Salem   DAS   State Data Center		
<b>Supervisor:</b>	Cara Kaser (Information Technology Infrastructure Manager 3)		
<b>Position:</b>	Information Technology Manager 2		
<b>Time Type:</b>	Full Time		
<b>FLSA:</b>	Exempt		
<b>Exempt Reason:</b>			
<b>Overtime Eligible:</b>	No		
<b>Employee Type:</b>	Permanent		

## SECTION 2. JOB DESCRIPTION SUMMARY

**Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.**

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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.

Enterprise Information Services (EIS) is a state government-wide information technology (IT) organization led by Oregon's State Chief Information Officer (CIO). The State CIO is a statutory position, appointed by the Governor, and works closely with the State Chief Operating Officer (COO) and state leadership on adoption of statewide IT policies, standards, and governance. EIS has independent statutory authority and is aligned with the Department of Administrative Services (DAS) budget. EIS has over 300 FTE and is funded by assessment and rates charged for the services provided.

EIS provides centralized oversight for enterprise-wide IT resource management, planning, policy, program development, project delivery and the establishment and maintenance of statewide IT standards. EIS 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 EIS team is built on collaboration, support, and accountability. 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. EIS is committed to hiring highly skilled, diverse, and dedicated employees who will bring a unique skill set to the team. EIS is comprised of the following programs: Administrative Services, Cyber Security Services, Data Center Services, Data Governance and Transparency, Project Portfolio Performance, Shared Services, and Strategy and Design.

Data Center Services (DCS) is a shared service organization within EIS. DCS serves the citizens of Oregon by enabling and supporting the missions of more than 150 State of Oregon agencies, Boards and Commissions through the delivery of Information Technology (IT) services. The DCS team maintains and operates a state of the art Data Center, providing a highly secure environment with redundant infrastructure for high availability and efficiency. The services we provide include network connectivity (WAN, LAN, and Wireless), server hosting (mainframe, iSeries, AIX, Linux, and Windows), email services, data center colocation and data backup services.

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:

Manage the Enterprise Network Services section and ensure the high availability, performance, and optimization of DCS systems, subsystems, shared applications, storage systems, and all associated hardware and software. Ensure the customer systems are up, available and performing as expected 24 hours a day, 7 days a week, and 365 days a year including holidays.

## SECTION 3. JOB DESCRIPTION

**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.**

**50% N, E**

Provide leadership and direction for a diverse staff. Supervise, hire, monitor performance, develop, coach, discipline and provide direction to employees. Respond to and resolve employee grievances. Assign and plan work. Promote safety training and practices in performance of all work activities. Implement Affirmative Action and Diversity strategies and goals. You are responsible to structure activities that will promote and foster a diverse workforce and discrimination/harassment-free workplace.

Manage professional, technical, and support staff; interview and select staff; evaluate performance; hear and resolve conflicts and grievances; and determine and initiate disciplinary actions. Provide direction to and supervise the staff. Ensure the department recruits and retains the most qualified individuals possible, emphasizing affirmative action/equal employment opportunity recruitment, selection and retention. Evaluate the quality and quantity of section services and determine and direct improvements as needed.

Provide management and technical support for all systems in the environment. The scope of responsibility for this team begins at the determination of effective proactive monitoring, alerting and repair for all DCS systems. Direct and review for approval expense and capital budgets and investments. Identify new and emerging information technologies to be introduced and assimilated into the organization to increase quality, competitiveness, and productivity. Establish expectations for and monitor fulfillment of customer service and service levels.

Participate in the architectural review board and adhere to all DCS standards, practices, and policies.

Work to integrate efforts in the systems support environment with other computing domains to ensure that services are offered in a consistent manner as cost-effectively as possible.

Work with all disciplines to provide a consistent delivery mechanism within DCS.

Prepare unit budget and capital spending plans.

As a member of the DCS's Management Team, direct, manage, and coordinate activities, making policy decisions for the DCS and setting direction and priorities for the section and DCS.

**40% N, E**

Evaluate the quality and quantity of section services and determine and direct improvements as needed.

Adjust and redistribute resources to match service demands or to meet changes in law, local participation or DCS priorities and needs. Direct the goal setting and action planning for the department; evaluate key areas for results and levels of productivity to assure progress in meeting established goals.

Determine staff training requirements, recommend curriculum and assist in implementation. Keep the Infrastructure Services Division Manager apprised of activities in the field, personnel issues, and on-going concerns.

#### **10% N, E**

Ensure high employee morale, business growth and development, teamwork, customer focus, open communications and adherence to DCS standards, policies, and practices.

Perform position duties in a manner which promotes EIS values including accountability, customer focus, collaboration, innovation, building harmonious working relationships, and treating all persons courteously and respectfully. Engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations. Develop good working relationships with division, agency staff, and supervisors, through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrate openness of constructive criticism and suggestions in an effort to strengthen work performance. Contribute to a positive, respectful, and productive work atmosphere. Regular attendance is required to meet the demands of this job and to provide necessary services.

#### **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.**

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of many tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and videoconferencing.

Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for remote work, upon agency approval.

This position is suitable for remote work options.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability.

To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
- Comply with all agency policies, guidelines, and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during established work hours, as determined by the business need.

DAS is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by DAS. 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.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

## SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- Oregon Revised Statutes,
- Oregon Administrative Rules,
- Statewide Policies and Procedures
- Department of Administrative Services Policies and Procedures,
- EIS policies and procedures,
- Enterprise IT Strategy,
- Enterprise IT Architecture and Standards,
- Information Technology Infrastructure Library (ITIL)
- Data Center Standards Manual
- Vendor Supplied Manuals
- Operating Procedure Manuals
- Oregon Administrative Rules
- DAS Policies and Processes
- Statewide Policies and Procedures

**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. 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	How	Purpose	How Often?
Agency CIOs and technology leaders	In person, email, online messaging and video conference	Develop standards, provide direction, and resolve service issues	Monthly
Agency customers and managers	In person, email, online messaging and video conference	Problem solving, requests and inquiries	Daily
DCS Director & Deputy Director, DCS Management and staff	In person, email, online messaging and video conference	Information sharing/requests and inquiries/recommendations	Daily
Director, department, and division staff	In person, email, online messaging and video conference	Program planning, policy development, problem solving and coordination	Daily
Other governmental officials	mail, email or telephone	Program overview, planning and inquiries	As Needed
Vendors and contractors	In person, email, online messaging and video conference	Contract management, problem solving, discussion of services provided	Daily

## SECTION 7. POSITION RELATED DECISION MAKING

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

Prepare and justify section budget and capital plan involved in maintaining Enterprise Network Systems and supported services that run on those systems.

Develop and implement plans to support anticipated needs of DCS customers in the Enterprise Network environment and coordinate those plans with infrastructure and other computing domains. Develop and plan for the corresponding spending requirements.

Incumbent must make decisions concerning the appropriate application and interpretation of policies and procedures that regularly relate to highly sensitive confidential matters.

Hire to approved staffing level for the section.

The direct effect of these decisions:

- Impact state agency budgets and levels of service provided to state agencies.
- Affect staff utilization, organization, service delivery, and cost to customer agencies.

## SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Information Technology Infrastructure Manager 3, X7933	2570105	In person	As Needed	Regular check-ins; review and progress of work; Performance Evaluation

## SECTION 9. OVERSIGHT

What are the oversight activities for this position?

- Plan Work
- Assign Work
- Approves Work
- Responds to grievances
- Disciplines and rewards
- Coordinates schedules
- Hires and discharges
- Recommends hiring
- Gives input for performance evaluations
- Prepares and signs performance evaluations

## SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

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. Also, you will be required to pass State Police CJIS Certification. 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 for this position:

- 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.
- Excellent written and oral communication skills.
- Demonstrated skills in management in Data Center Support or Help Desk management.
- Background in IT systems, tools, and technologies, including open source.
- Skilled in IT management practices such as ITIL.
- Proven ability to build, mentor, and manage a high-performing engineering team. Skilled in fostering collaborative working relationships with executives, direct reports, cross-functional peers, external agencies, and public stakeholders.
- Demonstrated experience directing engineering teams in the design, deployment, and optimization of routing, switching, and transport technologies (including MPLS, OSPF, BGP) across enterprise platforms like Cisco, Arista, and Juniper.
- Ability to guide the strategic roadmap for advanced switching architectures, topologies and designs; ensuring team alignment on best practices for trunking and multi-layer switching environments.
- Skilled in implementing large-scale Enterprise Architecture initiatives, with expert-level capability to align key domains (Compute/Storage, Identity/Access, Network Security, Data Architecture) into a cohesive enterprise strategy.
- Experience in managing the migration, integration, and architectural standards for major cloud services providers, as well as hypervisor networking (e.g., AWS, Azure, GCP, etc.).
- Tactical understanding of enterprise security frameworks (IPSEC, VPNs, firewalls, SASE, 802.1x) and network management protocols (SNMP) to effectively validate team implementations and ensure audit readiness.
- Demonstrated success leading complex, multi-year, and large scale IT projects, managing resource allocation, timeline adherence, and budget constraints for engineering deliverables, as well as budget forecasting, cost benefit analysis.
- Demonstrated problem solving abilities.
- Demonstrated skill in monitoring, measuring, and improving system availability, utilization, and performance.
- Ability to perform root cause analysis on various issues and drive corrective actions across all organizations
- Demonstrated ability in developing and documenting repeatable operational procedures.
- Skilled in current technologies, system and process development methods, and the use of computing resources at all levels.
- Strong technical analytical skills.
- The ability to explain complex technical issues to non-technical customers.
- Demonstrated project management skills.

Behavioral Expectations:

- Establish/maintain effective working relations w/other departments, divisions, contractors,
- 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
- Adhere to all statewide, DAS and EIS policies, processes, procedures (i.e., Change/Incident/Asset/Problem/Request Management, and safety practices).

## SECTION 11. BUDGET AUTHORITY

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

Operating Area	Biennial Amount	Fund Type
Enterprise Network	No biennial limit; Signature expenditure authority up to \$25,000	Budgeted

## SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

**SECTION 13. SIGNATURES**

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Employee

Date

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Manager

Date

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Appointing Authority

Date