	STATE OF OREGON **POSITION DESCRIPTION**	**Position Revised Date:** **5/15/2024**

This position is:
- ☒ Classified
- ☐ Unclassified
  - ☐ Executive Service
- ☐ Mgmt Svc – Supervisory
- ☐ Mgmt Svc – Managerial
- ☐ Mgmt Svc - Confidential

Agency: Agriculture

Facility: Salem Headquarters

☐ New   ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Information System Spec. 6		**b.** Classification No:	C1486
c. Effective Date:		**d.** Position No:	000666
e. Working Title: Systems Administrator		**f.** Agency No:	603
g. Section Title: Information Systems		**h.** Budget Auth No:	745170
i. Employee Name: TBD		**j.** Repr. Code:	OAO
k. Work Location (City – County): Salem - Marion			
l. Supervisor Name: Ryan Schlunz			

m. Position:
- ☒ Permanent
- ☒ Full-Time
- ☐ Seasonal
- ☐ Part-Time
- ☐ Limited Duration
- ☐ Intermittent
- ☐ Academic Year
- ☐ Job Share

n. FLSA:
- ☒ Exempt
- ☐ Non-Exempt

If Exempt:
- ☐ Executive
- ☒ Professional
- ☐ Administrative

o. Eligible for Overtime:
- ☐ Yes
- ☒ 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.

This position works in the Information Systems Section, Operations Group of Administrative Services Division. The Operations Group provides network, server, and business system administration along with end user technical support and training.

The section consists of the Chief Information Officer or Information Systems Manager who oversees all IS functions. The IS Function includes a Software Development Group that consists of 3 people who develop and maintain custom-coded database solutions, and an Operations Group with 5 people who provide network, server, and business system administration along with end user technical training and support.

ODA has a mixed OS operating environment today (Windows, MacOS / iOS), and supports laptops, desktops, and mobile devices for approximately 450 users. The users are in the Salem and Wilsonville offices, various field office locations and approximately half the staff are field staff who work remotely. Users are connected by Mobile Hotspots, home, and remote office broadband 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:

Ensure the smooth operation and security of the Agency's network, server infrastructure, and business systems. This role involves implementing and maintaining network systems, as well as administering server environments to optimize performance and reliability. Additionally, the position provides business system analysis, administration, and support along with advanced technical support for escalated help desk issues, assisting end-users with complex troubleshooting tasks, and developing and documenting business systems and support procedures.

The role requires a combination of strong network, server, and business system administration skills, along with excellent problem-solving abilities, and effective customer service and communication with both technical and non-technical users.

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
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".			
60	N	E	Network and Business System Administration • Implement and maintain network infrastructure, including switches, routers, wireless access points, firewalls, VPNs, etc. • Monitor network performance and troubleshoot connectivity issues. • Administer Directory Services and enforce network security measures to protect against unauthorized access. • Configure user and group access controls to ensure compliance with rules and data security best practices. • Install, configure, and maintain server operating systems (Windows, Linux, etc.). • Manage virtualized environments using technologies like VMware and Azure Portal. • Monitor server performance and resource utilization, remediating issues when necessary. • Perform routine backups and disaster recovery procedures. • Work with internal developers, vendors, and other 3rd parties install, configure, and customize business systems to meet the specific needs of the organization. • Help to integrate business systems with other applications or third-party services as required. • Timely evaluation and deployment of operating system and application patches to ensure system security, stability, and performance. • Provide technical support and training on network and business systems to others in IS. • Develop and maintain documentation and training materials.

30	N	E	**End User Support** • Provide technical support for escalated help desk tickets, resolving complex issues in a timely manner. • Assist end-users with software and hardware troubleshooting. • Troubleshoot and resolve advanced technical issues related to system access, email, phones, video conferencing, printing, laptops/desktops, mobile devices, and other peripherals, etc. • Communicate effectively with end-users to understand their technical needs and provide appropriate solutions. • Coordinate and facilitate solutions with service providers, vendors, other agencies, and other external parties to deliver seamless service experience to end users. • Document and maintain responses and resolutions to issues in ticketing system and create knowledge base articles for common technical problems and solutions.
10	N	E	Related duties as assigned may include: • Backup coverage for other IS roles to cover for absences. • Maintenance of IS asset inventory. • Leading IS projects. • Support IS planning projects.

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 works in the Salem Office Headquarters building on a hybrid-work agreement.

This position requires a flexible work schedule that varies in the number of hours worked on a daily basis, but not necessarily each day, or a work schedule in which the starting and stopping times vary on a daily basis, but not necessarily each day, and does not exceed forty (40) hours in a workweek. Work exceeding 40 hours per week requires prior approval by the supervisor.

Some weekend and after-hours work is required, as is occasional travel to field offices.

Extended periods of time using a computer screen.

This position may occasionally interact with hostile or upset customers.

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.

State of Oregon security standards, ODA policies and procedures

b. How are these guidelines used?

Employee will adhere to Oregon security standard and ODA policies and will be used to evaluate employee performance and disciplinary actions.

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?
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".			
Agency Staff	Person/Phone/email	User support needs, troubleshoot problems	
External Agency Stakeholders	Person/Phone/email	Coordinate support issues and needs	
DAS EIS Contacts	Person/Phone/email	Statewide IT/IS alignment	

SECTION 7. POSITION RELATED DECISION MAKING

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

Establishing and implementing maintenance schedules to minimize business impact, patches and security protocols, and hardware lifecycle replacement. Multiple priorities and diverse duties will affect workflow.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".				
Chief Information Manager 2	0021189	Meetings, progress reviews, discuss problems, evaluate priorities	Weekly	

SECTION 9. OVERSIGHT FUNCTIONS   THIS SECTION IS FOR <u>SUPERVISORY</u> POSITIONS ONLY

a. How many employees are directly supervised by this position?   0

How many employees are supervised through a subordinate supervisor?   0

b. Which of the following activities does this position do?

☐ Plan work	☐ Coordinates schedules
☐ Assigns work	☐ Hires and discharges
☐ Approves work	☐ Recommends hiring
☐ Responds to grievances	☐ Gives input for performance evaluations
☐ Disciplines and rewards	☐ 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:

Need to have a current and valid driver license and acceptable driving record or reliable transportation when travel is required.

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

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

SECTION 11. ORGANIZATIONAL CHART

Attach a <u>current</u> 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