



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
06.09.26

Agency: Oregon Department of Agriculture

Facility:

[] 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 Specialist 6
b. Classification No: 1486
c. Working Title: Systems Administrator
d. PPDB No/WD ID: 692980 / 000000004874
e. Section Title: Information Technology
f. Agency No: 60300
g. Employee Name:
h. Budget Auth No:
i. Supervisor Name: Ryan Schlunz
j. Repr. Code: OAO
k. Work Location (City – County): Salem – Marion

l. Position: [x] Permanent [] Seasonal [] Limited Duration [] Academic Year
[x] Full-Time [] Part-Time [] Intermittent [] Job Share
m. FLSA: [x] Exempt [] Non-Exempt
If Exempt: [] Executive/Supervisory [] Administrative [x] Professional [] Computer
n. 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 Oregon Department of Agriculture's (ODA) mission is to protect, promote, and prosper by safeguarding Oregon's agriculture, natural resources, working lands, economies, and communities through assistance, compliance and market support. The ODA provides a broad range of leadership, service, inspection, regulation, and market development functions to Oregon agriculture. ODA is committed to servicing the people of Oregon's needs through core values of being approachable, genuine, growth-oriented, inclusive, experts, and sustainable.

ODA unifies 38 programs operationalized by a \$190 million budget with 523 employees located across Oregon. ODA serves over 35,000 farms with an economic value of over \$16 billion, producing 225+ commodities grown for local, domestic, and international markets.

This position works in the Operations team of our Information Technology program (ODA-IT) in the Administrative Services Division (ASD) of the Oregon Department of Agriculture (ODA). ASD also includes Fiscal and Budget Services, Human Resources, Contracts and Procurement Services, and Facilities / Business Operations Services.

ODA-IT exists to provide Reliable solutions with Prompt, Accurate, and Courteous Technology services that enrich ODA’s mission (R-PACT). ODA’s mission is to safeguard Oregon’s agriculture, natural resources, working lands, economies, and communities through assistance, compliance, and market support (Promote, Protect, Prosper). ODA’s vision is to nurture a resilient tomorrow for generations to come. ODA-IT helps to facilitate this vision by working to unify all data and technology systems for seamless access to all agency resources across all programs (One IT. One ODA. One Oregon).

ODA-IT consists of 12+ positions supporting 500+ users (250+ users based in Salem and Wilsonville offices and 250+ based in field offices or otherwise working remotely). The Chief Information Officer or Information Technology Manager oversees all ODA-IT functions, including but not limited to:

- Operations (help desk, hardware / software support, technology training, network/user/server/system administration, backup/restore/disaster recovery & cybersecurity).
- Business Systems (business systems analysis, project management, custom db / app development, and support).
- Data Services (data & records management, data governance, data quality & analysis, and data visualization).

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:

The ODA-IT Operations team ensures that users are trained and supported on the technology used at ODA, and that it is always available and accessible to users and customers when needed.

The primary role of the Systems Administrator (SA) is to provide analytical and technical support for the smooth operation and security of ODA’s networks, server infrastructure, and business systems. This role involves implementing new systems, maintaining existing systems, and providing support to other ODA-IT staff and users on the use, availability, and security of ODA’s systems.

Additionally, the position provides business system analysis and research on significant portions of large projects, providing training and advanced technical support for escalated help desk issues, assisting end-users with complex troubleshooting tasks, and developing and documenting systems and support procedures.

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
50		E	Operations (day-to-day) – Complexity Level 3 <ul style="list-style-type: none"> • Lead the implementation, maintenance, and documentation of network, server, and system infrastructure, often for the first time and without established procedures to follow.

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

			<ul style="list-style-type: none"> • Establish and follow procedures for monitoring the performance of network and systems, troubleshoot and correct issues, document results. • Monitor connectivity and storage resource utilization, remediating issues when necessary. • Develop and document procedures for the administration of user and group access that ensure compliance with policies aimed to protect against unauthorized access. Audit for compliance and remediate when necessary. • Analyze backup and recovery needs, make recommendations on systems needed, and implement and administer solutions that ensure recovery needs are met. • Timely evaluation and deployment of system patches to ensure system security, stability, and performance. • Provide technical support and training on network and business systems to other ODA-IT staff. • Assist with the integration of business systems with other applications or third-party services as required. • Develop and maintain documentation and training materials.
30		E	<p>Customer Assistance (help use and fix) – Complexity Level 3</p> <ul style="list-style-type: none"> • Provide technical support for the most complex help desk tickets, which are often referred from other ODA-IT staff and impact the most critical systems, and resolve them in a timely manner. • Address larger problems that are recurring or have widespread consequences and those that require system fixes rather than fixing operator errors. • Coordinate and facilitate solutions with service providers, vendors, other agencies, and other external parties to deliver seamless service experience to end users. • Establish and document procedures for diagnosing and solving problems, maintain resolutions to issues in ticketing system, and create knowledge base articles to enable faster resolution times. • Communicate effectively with end-users to understand their technical needs and provide appropriate solutions. • Develop materials and conduct both formal and informal training.
10		E	<p>Construction (new) – Complexity Level 3</p> <ul style="list-style-type: none"> • Conduct business analysis and research large, novel, or unusual projects that introduce new technology or process(es). • Conduct business process and data modeling requiring consideration of system performance. • Manage projects that involve a high level of coordination, including ones with conflicting needs and/or significant compatibility issues. • Assist with the design of network and business system architecture. • Build implementation plans and create documentation which often involve multiple vendors, cross agency cooperation, or other complexities. • Develop bid specifications and make high level recommendations which include costs, performance factors, and vendor selection.
			<p>Planning (strategic) – Complexity Level 2</p>

5		E	<ul style="list-style-type: none"> Participate in strategic planning process, considering issues like technologies needed, disaster planning, system performance and security strategies.
5		E	<p>Related duties as assigned may include:</p> <ul style="list-style-type: none"> Backup coverage for other IT roles to cover for absences. Participate in and lead other IT projects.
AT ALL TIMES		E	<p>Commitment</p> <ul style="list-style-type: none"> Work collaboratively with others in IT to support users and complete tasks / projects. Behave in a manner consistent with the values of the Enterprise, Agency and Department

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 will work in a typical office environment with normal office hours Monday-Friday 8:00 am to 5:00 pm.
- Requires frequent use of a PC, which includes repetitious hand movement.
- Stands, sits, moves about the work area, bending forward, and climbs one floor of stairs; reaches overhead; lifts 10 lbs.; carries items weighing up to 10 lbs. 20 feet; operates a keyboard; speaks in a clear and audible voice; reads 12-point font; distinguish colors; ability to hear at a normal speech level.
- Frequent phone and in-person contact with people from diverse backgrounds, including people who may be facing challenging circumstances or highly stressful situations.
- This role sometimes interacts with upset or frustrated individuals.
- At times, a fast-paced work environment with multiple demands.
- Employees may be expected to work additional hours during busy periods of high activity.
- Frequent interruptions from phone, walk-ins, and co-workers.

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.

Oregon Revised Statutes; Oregon Administrative Rules; Oregon / EIS / CSS standards, values, policies and established procedures; ODA and ODA-IT standards, values, policies, and established procedures.

b. How are these guidelines used?

These guidelines direct the way work is performed, expected behavior when performing work, how regulatory requirements are met, and quality standards are achieved.

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?
Agency Staff	Person / Phone / Email	User support needs, troubleshoot problems	Daily
Agency IT Staff	Person / Phone / Email	User / System support needs, projects, troubleshoot problems	Daily
Vendors	Person / Phone / Email	Coordinate support issues and needs	As Needed
EIS / CSS / Other Agencies & Workgroups	Person / Phone / Email	Data sharing, coordinate of statewide projects or initiatives, statewide alignment	As Needed

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.

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
Chief Information Manager	000000021189	Impromptu and schedule meetings, both in person and via phone/video	Daily, Weekly, and Quarterly	Review of problems, project status, performance, and professional development goals.

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

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY 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?

- | | |
|--|--|
| <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"/> Prepare & 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:

At time of hire:

Acquire after hire:

ODA 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 ODA. 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; and contribute to a positive, respectful, and productive work environment.

Working in a team-oriented environment requires collaborative 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 policies and procedures.

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>		

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		