State of Oregon Position Description

Company: Oregon Department of Education
Organization: Information Services - ODE
Service Type: Excludable Management Service - Supervisory

SECTION 1. POSITION INFORMATION

Job Profile Title: Information Technology Customer Engagement and Support Manager 2
Job Profile ID: X7904
Business Title: Information Technology Customer Engagement and Support Manager 2 - SR33 - Exempt
Position ID: 000000003097
Employee Name: 
Representation: MMS
Budget Auth No: 991800
Location: Salem | ODE | Public Service Building
Supervisor: Grisha Alpernas (Chief Information Manager 3)
Position: Information Technology Customer Engagement and Support Manager 2
Time Type: Full Time
FLSA: Exempt
Exempt Reason: Administrative Exemption
Overtime Eligible: No
Employee Type: 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.

Serve as the ODE OFIT Director of Enterprise Services

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.

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 Education (ODE) provides statewide leadership for all elementary and secondary students in Oregon’s public school districts and education service districts. Our responsibility also extends to public preschool programs, the state School for the Deaf, regional programs for children with disabilities, and education programs in Oregon youth correctional facilities. We are responsible for child care licensing and supporting statewide child care professional development and quality improvement efforts. We also assist the Oregon Education Investment Board (OEIB) in overseeing a unified, statewide continuum of services to school-aged children and youth through 20 years of age, including the funding and administration of those services.

Our mission is to foster equity and excellence for every learner through collaboration with educators, partners and communities. We value integrity, accountability, excellence and equity. Our vision is that every student will have access to and benefit from a world class, well-rounded, and equitable educational system.

This position is located in the Office of Finance and Information Technology (OFIT), Information Technology Unit of the Oregon Department of Education (ODE). This unit’s primary functions are to deliver on tasks, activities, projects, and initiatives that meet ODE’s technology needs, which support the ODE mission to foster excellence for every learner through innovation, collaboration, leadership and service to our education partners. The technical expertise of staff in this unit are available to districts and ODE staff to support system and technology functions. The work of OFIT affects all internal staff and every school, program, school district and ESD in the state. Nearly all students in the State of Oregon public school system are affected by the work in this unit since data is collected from nearly every educational administrative unit.

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:

To serve as the Director of Enterprise Systems. This position supervises technical information system specialists serving as enterprise architects, business analysts and a database administrator to carry out the responsibilities of the section. This section is responsible for the development of architectures, business analysis artifacts and database configurations for the Information Technology Unit, which are used in the development of modification of ODE IT systems. This position works directly with other IT Directors to further the mission of the agency. As with other IT Director’s, this position is also expected to provide agency leadership by utilizing project management, and change management principles and by promoting the stewardship of agency resources.

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.

40% - R - E - Program management and project management

With other agency managers, sets goals, objectives and strategies for the section. The position prepares and presents reports to management describing the current status of ODE architectures and the required business analysis artifacts and configurations needed to develop or modify ODE IT systems. Reviews the work of the section to ensure compliance with standards and best practices. Reports on the accomplishment of goals, objectives and projects that meet or exceed the needs of the ODE IT application development and/or ODE project management. Determines the proper allocation or reallocation of resources to meet the section's operational requirements and project time frames. Recommends new technologies for implementation agency wide, coordinates business case development , procurement and implementation of technologies.

30% - R - E - Team Management

- Works with other IT Directors and their staff to coordinate the work between teams
- Plans, assigns and reviews work of assigned staff; adjust work assignments and schedules to maintain adequate staffing levels and to respond to fluctuating workloads and variations in agency business processes.
• Assesses training needs of staff and arranges for or provides appropriate instruction; provides initial employee orientation; reviews application credentials, conducts the interview process, and hires staff; supports the Department’s affirmative action goals; resolves personnel problems, complaints, and formal grievances at the first level; disciplines and rewards employees; counsels employees in work related activities, personal growth, and career development goals; maintains a detailed knowledge of administrative policies and procedures, personnel rules and guidelines, affirmative action goals, and collective bargaining agreements.

• Participate in weekly management and team lead meetings.
• Implement OFIT policies and expectations to manage subordinate staff and determine resource needs for section.
• Enforce existing agency policies and all terms of collective bargaining agreement.
• Conduct interviews and hire new staff.
• Evaluate staff performance on a regular basis and annually through formal performance evaluations.
• Handle disciplinary actions and respond to grievances.

Budget Preparation and Management

• Collaboratively develops IS budget with CIO and Information Technology Unit Directors considering the growing technology needs of the department, equipment needs (new and replacement), space, staffing, training, etc.
• Plans for migration to new technology and for the training of technical staff and other department personnel.
• Responsible for managing expenditures within budget for the unit.
• Develops fiscal impact statements based on projected costs of proposed legislation.

25% - N - E - Continuous Process Improvement

• Provide leadership in documenting and implementing technical best practices section leveraging, Enterprise Architecture principles, Control Objectives for Information and related Technology (COBIT), Information Technology, Business Analysis Body of Knowledge (BABOK), and Project Management Body of Knowledge (PMBOK) guidelines, as appropriate.
• Identify risks in process.
• Refine and streamline processes based on agency changes and emerging industry practices.
• Implement improved workflows that improve customer service and team interactions.
• Work with agency and district customers to train them in best practices and current processes.
• Evaluates process changes and improvement against existing service level agreements to determine if processes are meeting agency requirements.

5% - N - NE - Work Request, Policy and Legislative Analysis

• Coordinates with the IT Directors and ODE Chief Information Officer (CIO) to make recommendations and changes to the end user customer experience at ODE.
• Assists agency CIO with policy review from state and federal agencies, policymakers, and legislative proposals.
• Manages the preparation of user information requirements, and estimates feasibility and cost/benefit associated with proposed policies, legislation and systems.
• Completes fiscal analysis of legislation and reviews proposed legislation for impact to the agency.
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.

Subject to frequent interruptions. May work irregular or extended hours to meet agency deadlines. May require travel to other agencies, districts, or to conferences.

SECTION 5. GUIDELINES

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


How are these guidelines used?

To manage technology work, including projects, conducted within the Oregon Department of Education. Federal regulations, ORSs and OARs are used to review and interpret requirements for public and private schools and to judge if districts are in compliance, Board policies are used to determine direction for programs, and administrative bulletins are used to carry out administrative duties.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

<table>
<thead>
<tr>
<th>Who</th>
<th>How</th>
<th>Purpose</th>
<th>How Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency Staff</td>
<td>In Person, by mail, email or telephone</td>
<td>Provide Technology Services</td>
<td>Daily</td>
</tr>
<tr>
<td>Public</td>
<td>In Person, by mail, email or telephone</td>
<td>Provide Technology Services</td>
<td>As Needed</td>
</tr>
<tr>
<td>School Districts</td>
<td>In Person, by mail, email or telephone</td>
<td>Provide Technology Services</td>
<td>As Needed</td>
</tr>
<tr>
<td>State and Federal Agencies, Legislature</td>
<td>In Person, by mail, email or telephone</td>
<td>Provide Technology Services</td>
<td>As Needed</td>
</tr>
<tr>
<td>Vendors</td>
<td>In Person, by mail, email or telephone</td>
<td>Provide Technology Services</td>
<td>As Needed</td>
</tr>
</tbody>
</table>

SECTION 7. POSITION RELATED DECISION MAKING

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

Decisions and work conducted by the unit have agency wide impact and ultimately statewide impact through systems such as Secure Student 10, and the Staff ID collection systems. Risk mitigation is the most prevalent use of decision-making in this position. Must be able to identify added risk and determine if errors or problems with ODE systems or the end user environment requires immediate fix or long term resolution. The person in this position acts independently, but in coordination with the Chief Information Officer. Completed projects are reviewed for accuracy, and good judgment and sound decisions are necessary to obtain satisfactory results.
This position is expected to assist agency management/directors with best practices regarding process and policy in relation to ODE sponsored projects.

SECTION 8. REVIEW OF WORK

<table>
<thead>
<tr>
<th>Job Profile</th>
<th>Position ID</th>
<th>How</th>
<th>How Often</th>
<th>Purpose of Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Information</td>
<td>0006000</td>
<td>In Person, by mail, email or telephone</td>
<td>Regularly</td>
<td>Keep CIO informed of progress and discuss barriers</td>
</tr>
</tbody>
</table>

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

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:

Six years of supervision, management, or progressively related experience; OR three years of related experience and a bachelor's degree in a related field.

Experience and familiarity with the following software is preferred but not required: Microsoft Visual Studio, Microsoft Team Foundation Server, Microsoft Sharepoint, Microsoft Internet Information Server, and Microsoft SQL Server (including Analysis and Reporting Services).

SECTION 11. BUDGET AUTHORITY

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

<table>
<thead>
<tr>
<th>Operating Area</th>
<th>Biennial Amount</th>
<th>Fund Type</th>
</tr>
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SECTION 12. ORGANIZATIONAL CHART

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

SECTION 13. SIGNATURES

Employee

Date
<table>
<thead>
<tr>
<th>Manager</th>
<th>Date</th>
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<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Appointing Authority</td>
<td>Date</td>
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