



STATE OF OREGON
POSITION DESCRIPTION

Position Reviewed Date:
08/27/2025

This position is:

- ☒ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

Agency: Oregon Housing and Community Services

Division: Operations Division

☐ New ☒ Revised Workday ID: 000000141464

SECTION 1. POSITION INFORMATION

a. Classification Title: <u>Info Systems Specialist 4</u>		b. Classification No: <u>C1484</u>	
c. Established Date: _____		d. Position No: <u>0001808</u>	
e. Working Title: <u>System Support Technician</u>		f. Agency No: <u>91400</u>	
g. Section Title: <u>Information Services</u>		h. Budget Auth No: <u>1409124</u>	
i. Employee Name: _____		j. Repr. Code: <u>OAS</u>	
k. Work Location (City – County): <u>Salem - Marion (hybrid)</u>			
l. Supervisor Name (Optional): <u>Brian Noga</u>			
m. Position: <input type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share			
n. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt		o. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
If Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative			

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.

Oregon Housing and Community Services (OHCS) provides stable and affordable housing and engages leaders to develop integrated statewide policy that addresses poverty and provides opportunity for Oregonians. OHCS's vision for the state is that all Oregonians have the opportunity to pursue prosperity and live free from poverty.

OHCS focuses on housing stabilization – from preventing and ending homelessness, assisting with utilities to keep someone stable, to financing multifamily affordable housing, to encouraging homeownership. OHCS serves as the state's affordable housing finance agency and community services program administrator. OHCS provides financial and program support to create and preserve quality, affordable housing for Oregonians of lower and moderate incomes. The department administers federal and state programs that support housing stabilization, including preventing and ending homelessness, energy assistance, and other critical antipoverty services.

OHCS' Operations Division is comprised of sections that support the agency to achieve its mission. This includes grants & procurement services, information systems, project management, and business operations services. Work performed in this division ensures equity, accountability, transparency, stewardship, and security of state resources.

Operations Division: Information Technology:

The Information Technology Section of the Operations Division is responsible for maintaining, modernizing, and developing information technology systems and infrastructure for the agency. It provides critical strategic, project management support and operational support for all other areas of the agency. In addition, Information Services partners with the agency units to ensure programs are effective, efficient, and are engaged in best practices.

This position is in the Information Technology Section. This position reports to the IT Manager

- 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 primary purpose of this position is to provide technical support to agency staff, network and system administration. Technical support will encompass troubleshooting Microsoft Windows and all installed agency desktop software and local area network performance. It will also include design, testing, and implementation of desktop PC software and hardware configurations. There will also be administrative tasks as network domain support, managing staff network access and M365 email accounts. This position will provide technical advice to agency staff and management. Work performed is largely independent and self-directed in a team environment.

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
70%	NC	E	Technical Support <ul style="list-style-type: none"> Provides support to end users to resolve technical issues with MS Windows and Microsoft 365. Troubleshoots PC usage and connectivity issues with external devices such as hard drives, printers, and projectors with both desktops and laptops. Provides training to agency staff on agency software including, but not limited to, MS 365 Teams and other applications in the Suite, Secure Email, File Transfer, MS Windows. Repairs and upgrades computer systems through troubleshooting and replacement of parts including, but not limited to, RAM, Hard Drives, Power Supplies, and peripherals. Configures and secures agency mobile phones and laptops for use by staff. Coordinates with DCS staff with regard to agency network access and performance. Patches and updates software on workstations. Tracks work through internal support ticketing system. Performs new employee orientation

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

20%	NC	E	Network and System Administration <ul style="list-style-type: none"> Manages file server shares and disk space. Administers MS 365 accounts and resources. Performs file restore using Commvault disaster recovery software. Manages email accounts on M365. Troubleshoots network connectivity. Performs system updates and patches to applications. Assists in security training for employees.
10%	NC	E	Design and Configuration <ul style="list-style-type: none"> Tests and evaluates new software solutions, assists in employee training. Builds, tests and deploys agency workstation software images. Configures Microsoft Windows security settings.

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.

Requires limited physical exertion; most work is done at a desk using monitors. Assists with PC, printer, and monitor moves. This position may involve occasional travel on official State business. Should you choose to drive a motor vehicle you must have a valid driver's license and an acceptable driving record. If not, you must have an alternate method of transportation. This position qualifies for remote work.

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.

ISD standards and protocols

Manufacturer's Technical Manuals

Policies and Procedures from Department of Administrative Services (DAS), OHCS, and IT

b. How are these guidelines used?

The employee uses established standards and protocols as they apply to this work. Manufacturer's manuals define procedures for proper maintenance and use of specific hardware, software, and application systems. Policies and procedures outline the ways to perform key tasks, such as security and installation.

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 cursor at end of a row (outside table) and hit "Enter".			
Department staff	Ticketing system, Telephone, e-mail, in person, Virtual	Help Desk Issues	Daily
Agency IT Staff	Telephone, e-mail, in person, Virtual	Resolve questions, provide support	Daily

Vendors	Telephone, e-mail, in person, Virtual	Resolving questions/investigating new products	Weekly
DAS, ETS, DCS	Telephone, e-mail, in person, Virtual	Resolve back-up, network, and file issues	Daily

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 resolving agency staff technical computer issues and network issues. Delays in resolving these issues can affect work production. Decisions regarding PC hardware and software will affect their quality, reliability and utility which can, in turn, affect staff productivity.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Information Technology Manager 1	0002073	Assigns and prioritizes projects and establishes project timelines and deadlines.	Monthly and as needed.	Work is reviewed for project accomplishments, timeliness, customer service and adherence to policies and standards.
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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"/> 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:

The individual in this position is expected to (a) maintain a professional environment focused on high productivity; (b) model sound work habits, through personal example and leadership, (c) maintain accurate and current office records (time sheets, travel expenses records, weekly reports, etc.) and submit these for appropriate action in timely manner; (d) actively contribute, participate, and engage in department meetings and other settings, (e) complete special projects and other duties as assigned and (f) maintain regular and punctual attendance.

The individual in this position must perform position duties in a manner which promotes customer service and harmonious working relationships with the IT team, including treating all persons courteously and respectfully; actively engage in and promote a positive work environment; develop good working relationships with agency

personnel and with appropriate external partners; identify and resolve problems in a constructive manner; demonstrate openness of constructive feedback and suggestions; and contribute to a positive, respectful, and productive work atmosphere creating a positive, productive environment focused on results.

Punctuality and regular, consistent attendance are key elements of this position.

This position must pass a criminal records and driver license check. CJIS requirements - finger printing. The individual shall have and maintain an acceptable driving record. Human Resources will review driving records on an annual basis.

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 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