



POSITION DESCRIPTION



Agency: Oregon Parks and Recreation Department

Division: Administrative Services **Section:** Information Technology

Position Description Status: New Revised

- Classified Represented
- Classified Unrepresented
- Executive Service
- Mgmt Svc - Supervisory
- Mgmt Svc - Managerial
- Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

Employee Name	Vacant	Position Number	4701046
Supervisor Name	Bob DeVyldere	Agency Number	63400
Effective Date	July 1, 2026	Position Revised Date	
Classification Title	ISS5		
Classification Number	C1485		
Working Title	Senior Helpdesk support		
Work Location (Park)	HQ		

POSITION Permanent Full-time Limited Duration Academic Year
 Seasonal Part-time Intermittent Job Share

FLSA Exempt **IF EXEMPT** Executive **ELIGIBLE FOR OVERTIME** Yes
 Non-Exempt Professional Administrative 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.

Oregon Parks and Recreation Department (OPRD) fulfills its mission to "Provide and protect outstanding natural, scenic, cultural, historic and recreational sites for the enjoyment and education of present and future generations" by operating a system of State Parks Recreation, Historic and Natural Areas; by managing special programs including Scenic Rivers, Recreation Trails, Historic Preservation, and Ocean Shores; and by providing assistance to local governments for recreation and heritage conservation. OPRD serves more than 45 million visitors per year through a State Parks Recreation system of more than 250 park areas statewide. OPRD does this through the vision of "Taking the long view to protect Oregon's special places and provide the greatest experience while creating stable future funding". OPRD upholds its mission and vision through the following operating principles: Accountability, Commitment, Empathy, Empowerment, Fun, Integrity, Respect and Well Being. The agency's current approved budget information can be found at http://www.oregon.gov/oprd/Pages/budget_facts.aspx.

The Central Business Services Division provides Procurement, Budget, Accounting, Payroll and IT services to the rest of the agency. In addition, the Division has responsibility for the Recreation Grant and Community programs. The Recreation Grant and Community programs serve state agencies, counties, cities and non-profit organizations.

The Information Technology Section provides services for infrastructure, geospatial solutions and general purpose applications. The section supports users across the state (950 at peak season), networks, desktop computing, hosting of applications, and directory services. The OPRD application portfolio is a blend of purchased, software as a service, and OPRD developed applications.

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 and administration for all desktops and technology systems across the department. This position will also provide secondary support for servers and networks. This position is the front line of customer service to staff throughout the agency and works with other IT staff to resolve customer issues and needs.

SECTION 3. DESCRIPTION OF DUTIES

List position's major duties, stating percentage of time for each duty.

N New
R Revised
NC No Change

E Essential Functions
NE Non-Essential Functions

% of time	N/R/NC	E/NE	DUTIES
65	R	E	<p>Operations and Customer Assistance</p> <ul style="list-style-type: none"> Lead the development, implementation, and maintenance of enterprise desktop environment standards, including hardware specifications, software configurations, security baselines, and patch management strategies. Develop, manage, and monitor lifecycle replacement plans for desktops, laptops, mobile devices, printers, and other endpoint technologies, ensuring alignment with agency standards and service needs. Design, implement, and administer directory structures, organizational units, and computer group configurations to support secure and efficient endpoint management. Integrate, configure, and optimize system discovery and inventory tools, ensuring accurate data exchange with OPRIS and other agency systems. Build, configure, and deploy standardized workstation images, operating systems, and application packages in accordance with agency security, compliance, and operational requirements. Administer, maintain, and improve automated deployment and configuration management systems, ensuring consistent, reliable, and secure provisioning of desktop environments. Serve as a senior technical resource for resolving complex user issues, providing expert guidance on endpoint technologies, and ensuring high-quality customer support experiences.
30	R	E	<p>Technology Management and Staff Support</p> <ul style="list-style-type: none"> Serve as the technical subject matter expert for desktop computing, endpoint management, mobile device configuration, and related technologies across the agency. Develop, document, and refine support processes, procedures, and workflows that improve service quality, operational consistency, and customer satisfaction. Provide technical guidance, mentoring, and direction to support staff in implementing established procedures, troubleshooting approaches, security practices, and configuration standards. Collaborate with IT teams to diagnose and resolve escalated technical issues, evaluate system performance, recommend improvements, and ensure compatibility across platforms. Participate in planning and coordination efforts related to endpoint systems, technology upgrades, and deployment strategies.
5	N	NE	<p>Research and Development</p> <ul style="list-style-type: none"> Research, evaluate, and test emerging technologies, tools, and methodologies to enhance endpoint management capabilities and customer service delivery. Maintain and expand technical proficiency by engaging in ongoing training, professional development, and review of industry best practices.

100%

SECTION 4. WORKING CONDITIONS

Based on position requirements, include the appropriate working conditions section from the selections below and add any working conditions unique to the position.

Work is primarily performed in an office setting. Sits or stands for long periods of time. Needs adequate vision and hearing, manual dexterity, communication and motor skills to perform the duties of the position. Operates office equipment and computers requiring repetitive use of arms, wrists, and hands. May occasionally lift and move up to 35 pounds and infrequently up to 50 pounds or more with assistance. May be required to attend meetings or perform duties outside of normal office hours. Moves throughout facilities and grounds and may drive a motor vehicle. May travel to other parks, headquarters, or other agencies for training and meetings. Overnight travel may be required. Possibility of exposure to a variety of environmental and chemical allergens and odors standard to area of assignment. Possibility of exposure to hostile and offensive language and actions from the public. Uses appropriate safety and personal protective equipment and follows established safety policies, practices and procedures. Performs duties of position with or without reasonable accommodation.

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.

Enterprise Information Services statewide security policies and incident response procedures, OPRD Information technology policies and procedures

- b. How are these guidelines used?

These guidelines listed are used for reference purposes to assure compliance with all applicable laws, rules, policies and procedures pertaining to state government and ORPD. The guidelines may also be used for research purposes or for responding to inquiries from employees and the public.

SECTION 6. WORK CONTACTS

Excluding co-workers, list the people an employee in this position regularly contacts.

WHO CONTACTED	HOW	PURPOSE	HOW OFTEN
CIO	Electronic, in person, voice	Operational issues, planning, project status	Monthly
Agency staff	Electronic, in person, voice	Operational issues, planning, project status	Daily, as needed
Vendors	Electronic, in person, voice	Service related issues/orders	Weekly, as needed
Public customers	Electronic, voice	Service related issues	As needed
CIO	Electronic, in person, voice	Operational issues, planning, project status	Monthly

SECTION 7. POSITION RELATED DECISION MAKING

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

This position provides analytical and technical support for operating, maintaining, and installing information systems, designs and constructs new infrastructure capabilities. This position provides technical consultation and training to users, technical assistance and coordination to IS support staff, leads projects as assigned, and participates in strategic planning. The incumbent has deep knowledge of the technology area, and significant experience in project implementation and installation.

This position has daily contact with managers and technical staff and a wide range of system users to provide information and make recommendations regarding systems, to solve problems and to coordinate installation projects. There is regular contact with other Information Systems staff and with vendors and external entities to coordinate problem solving and ensure conformity of methods and practices. This position has regular contact with users to discuss business needs and system requirements, and to discuss existing or new technology.

Decision making and planning efforts (along with implementations) have significant potential monetary and performance impacts to the agency. Success affects the productivity of individuals agency-wide.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
CIO	4751055	In person, mail	Weekly	Quality and comprehensive solution checking

SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? None
 How many employees are supervised through a subordinate supervisor? None

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

- | | |
|--|--|
| <input type="checkbox"/> Plan work
<input type="checkbox"/> Assigns work
<input type="checkbox"/> Approves work
<input type="checkbox"/> Responds to grievances
<input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Coordinates schedules
<input type="checkbox"/> Hires and discharges
<input type="checkbox"/> Recommends hiring
<input type="checkbox"/> Gives input for performance evaluations
<input type="checkbox"/> Prepares & signs performance evaluations |
|--|--|

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: *Based on position requirements, include the appropriate special requirements below (delete any NOT required) and add any knowledge, skills, certificates, and licenses needed at the time of hire that are not contained in the current classification specifications.*

SPECIAL REQUIREMENTS – OFFICE POSITIONS

Must meet the following special requirements:

- have a criminal history background check that meets OPRD criteria
- have a driving record that meets OPRD standards and possess a valid driver's license at time of hire and throughout employment (if applicable)
- comply with appearance code when on duty
- comply with and adhere to applicable federal, state, local, and agency rules, laws, standards, procedures, and policies

The person in this position must have:

- Skill in listening to what people say and asking appropriate questions to obtain needed information.
- Skill in providing factual information based on observation, knowledge and understanding.
- Skill in common courtesy while communicating with others.
- Skill in maintaining composure and taking appropriate action during emergency or emotionally-charged situations.
- Skill in the use of a personal computer.

- Skills and knowledge of basic park resource and facility operations and maintenance and/or resource interpretation.
- Skill in evaluating situations, applying rules and guidelines, determining and carrying out appropriate course of action to achieve desired results.
- Skill in leading individuals or a small group in accomplishing basic tasks.

In addition, some or all of the following skills may be required for specific positions:

Interpretation

- Skill in developing and delivering presentations and products with technical programs/solutions.

Operation and Maintenance

- In depth technical knowledge of desktop operating systems, software, and peripherals.
- Experience supporting mobile devices, telephony, and communication systems

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

Operating Area	Biennial amount (\$00000.00)	Fund type
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SECTION 11. ORGANIZATIONAL CHART

Located in Workday

SECTION 12. SIGNATURES

Employee Signature Date _____
Supervisor Signature Date

Appointing Authority Signature Date