



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
May 15, 2026

This position is:

- Classified
Unclassified
Executive Service
Mgmt. Svc – Supervisory
Mgmt. Svc – Managerial
Mgmt. Svc - Confidential

Agency: Oregon State Fire Marshal

Division: Business Services

New Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Information Systems Specialist 3
b. Classification No: 1483
3101035/
c. Working Title: Service Desk Analyst
d. PPDB No/WD ID: 000000158437
e. Section Title: Information Technology
f. Agency No: 26000
g. Employee Name: Vacant
h. Budget Auth No: 1412428
i. Supervisor Name: Jake Rosenbalm
j. Repr. Code: AF
k. Work Location (City – County): Salem - Marion

I. Position: Permanent Seasonal Limited Duration Academic Year
Full-Time Part-Time Intermittent Job Share
m. FLSA: Exempt If Exempt: Executive/Supervisory
Non-Exempt Administrative
Professional
Computer
n. 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.

The mission of the Oregon State Fire Marshal (OSFM) is to protect people, property, and the environment from fire and hazardous materials. To achieve our mission, OSFM employees serve the more than 4 million people living in Oregon through prevention education, preparedness, life safety codes and regulations, and emergency response functions. The department also provides expertise, technical assistance, model programs, and materials to local, state, private, and public groups to collaboratively reduce fire losses. The OSFM has a connection with the Oregon fire service through existing Oregon statutes where the fire service receives various authorities through the State Fire Marshal. Additionally, the work we do ensures that OSFM is able to partner with more than 300 fire districts/departments and 13,000 firefighters to meet our mutual missions and priorities of protecting Oregon.

At the Oregon State Fire Marshal, we actively support a workforce representative of the communities we serve. We embrace diversity, practice inclusive excellence, and strive for equity and belonging to maintain a workplace where everyone is treated with respect and dignity. We value all lived experiences and

welcome members of historically underrepresented racial/ethnic groups, LGBTQIA2S+, women, individuals with disabilities, veterans, and others.

The Information Technology Section supports the mission of the OSFM by providing a broad range of technical services to both OSFM employees working throughout the state and external partners. IT Services include long-range computer, data, and information systems planning and implementation; analysis of user automation/information requirements; database application design and implementation; system security; programming; application development and support; computer operations; telecommunications and data communications; production control; computer hardware and software support; and network management.

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 ServiceDesk Analyst position is the gateway to IT support within the agency. This position is primarily responsible for the telecom elements within the agency and manages mobile devices and VOIP services. The ServiceDesk Analyst provides initial triage of new tickets, handles tickets within its scope, and escalates tickets as needed. Additionally, this position monitors infrastructure performance, manages asset inventory, and makes IT purchases. The ServiceDesk Analyst creates documentation and delivers training to agency staff for assigned areas.

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 cursor at end of a row (outside table) and hit “Enter”.

| | | | |
|-----|---|---|--|
| 55% | R | E | <p>Customer Assistance – Communications/Software/Hardware 2 Data 1</p> <ul style="list-style-type: none"> • Provide front-line support via phone, face to face, email, and other communication methods to users for computer hardware, software, network connection, or other issues. Research problems using Internet resources, established knowledgebase, and internal resources. Review and determine issues, resolve when possible and escalate when necessary. • Provide support for Microsoft Office programs and other agency applications. • Conduct effective problem solving and customer service as needed with local and remote users. • Draft and send out email communications to agency staff during maintenance and emergency outages. • Track user support requests in ticketing system. Provide technical support to users for various applications and devices that are used in the agency enterprise environment. • Install, configure, and uninstall agency approved applications. • Troubleshoot and document issues and route tickets to appropriate staff. • Answer general questions and assist users with procuring new products. • Troubleshoot cell phone and VOIP phone issues and manage ongoing maintenance. • Initiate emergency trouble calls to vendors. |
|-----|---|---|--|

| | | | |
|---------|----|---|---|
| | | | <ul style="list-style-type: none"> • Conduct trainings for agency staff. |
| 35% | NC | E | <p>Operations – Communications/Software/Hardware 2 Data 1</p> <ul style="list-style-type: none"> • Control user security and access to network infrastructure. Perform initial installation including configuration, testing, and troubleshooting of hardware and software. • Ensure version control on desktop and server software. • Inform agency staff of hardware and software changes. Relay any information about outages or server issues and projected timeline for the return of service. • Prepare purchase orders and TSO's for hardware and software. • Order expendable computer supplies for the agency. • Contact vendors and suppliers for information about new products. • Work with vendors to deliver telecom services and devices. • Perform initial installation and configuration of telecom devices. • Create documentation in support of assigned responsibilities. • Conduct periodic inventories of installed software on agency PCs. • Provide accountability and distribution of agency authorized computer software, notifying the IS manager of any software use violations. • Provide support to users in remote locations via computer, phone, and face-to-face. Create and monitor network connections to remote users. • Replace monitors, keyboards, mice, and other peripherals as needed. Maintain a schedule and checkout log of all shared equipment. • Monitor and identify performance problems and issues. • Monitor and analyze telecom devices and service usage and potential for efficiency improvements. |
| 10% | NC | E | <p>Construction – Communications/Hardware 2</p> <ul style="list-style-type: none"> • Support rollouts of new hardware to all agency locations. • Work with multiple vendors on implementing new solutions and upgrades. • Integrate vendor systems supporting mobile device procurement, deployment, and management. • Deliver and configure VOIP and mobile device solutions. |
| Ongoing | R | E | <p>Emergency Operations and Other Duties</p> <p>Will be utilized during emergencies to provide assistance as assigned by a manager; such assistance may include aiding the emergency effort in the field or in the Agency Operations Center, as well as backfilling a position that is being used in direct support to the emergency.</p> <p>Assist other staff and programs in the overall mission of the OSFM.</p> |
| 100% | | | |

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.

Office environment is an open landscape with cubicles and audible distractions. May include exposure to volatile or stressful situations and critical/hostile people. Requires long periods of sitting, standing and using a keyboard for word processing. Work requires lifting weight up to 15 pounds, bending, crouching, use of arms above the shoulders and standing. Work environment includes use of electronic audio/visual/computer hardware equipment. These working conditions are experienced daily. Employee must be able to complete work tasks under these types of conditions in this type of environment. Must be available to work a regular 40-hour, Monday through Friday work schedule, but may require a flexible work schedule as needed. Work requires extended hours during legislative session and as needed to accommodate short project timelines. This position may require overtime and travel, including occasional overnight travel.

Requires a valid driver’s license with an acceptable driving record or an alternate mode of transportation.

Remote work options may be available, determined by the business needs of the agency.

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.

- Department of Administrative Services Policies
- OSFM policies and procedures,
- OSFM Information Systems Division guidelines
- Software licenses

b. How are these guidelines used?

These documents are used to assure compliance with regulations, legal use of software, and continued operation of equipment and software applications.

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? |
|---|----------------------------------|--|------------|
| Director/Deputies/ Division & Unit Managers | In person, phone, email, virtual | Provide policy direction; respond to needs for system development; troubleshoot and assist with system installation, configuration, and maintenance. | Daily |
| Service Representatives | In person, phone, email, virtual | Request services or information regarding products, evaluate products, and coordinate vendor tasks. | Weekly |
| Other entities | In person, phone, email, virtual | Exchange information, receive support, project collaboration. | As needed |

SECTION 7. POSITION RELATED DECISION MAKING

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

This position evaluates and prioritizes system needs, projects, and degree of staff urgency. It evaluates and recommends solutions that determine and affect the foundation of information technology for the agency. These decisions affect infrastructure availability, application functionality, internal and external communications, security, and the ability of the agency staff and customers to effectively make use of the agency’s information resources. Poor decisions may result in large expenditures of time and money to remedy problems that may arise.

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 2 | 3101033/ 000000158435 | In person, phone, email, virtual | Weekly and quarterly | To provide guidance, monitor progress, and evaluate performance at quarterly check-ins. |

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? _____
 How many employees are supervised through a subordinate supervisor? _____

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 must perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; actively engage in and promote a positive work environment; develop good working relationships with other state agencies, and community partners as well as division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving 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.

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

Desired Attributes:

- Mobile device management experience

- Helpdesk experience
- Presenting experience
- Training experience
- Skill in communication and decision-making
- Skill in technical writing
- Ability to work with diverse individuals/groups and prioritize workload

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 cursor at end of a row (outside table) and hit "Enter".

| | | |
|----|--|--|
| NA | | |
| | | |

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