STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
9/1/22

This position is:
☒ Classified
☐ Unclassified
   ☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

Agency: Oregon Department of Education

Facility: Office of Finance and Information Technology

☒ New   ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Information Systems Spec. 5	**b.** Classification No:
c. Effective Date:	**d.** Position No:
e. Working Title: Systems Analyst	**f.** Agency No:
g. Section Title: OFIT	**h.** Budget Auth No:
i. Employee Name:	**j.** Repr. Code: OA

k. Work Location (City – County): Salem - Marion

l. Supervisor Name (Optional): Harris Geddes

m. Position:
☐ Permanent   ☐ Seasonal   ☒ Limited Duration   ☐ Academic Year
☒ Full-Time   ☐ Part-Time   ☐ Intermittent   ☐ Job Share

n. FLSA: ☐ Exempt ☒ Non-Exempt   If Exempt: ☐ Executive ☐ Professional ☐ Administrative   **o.** 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.

This position is located in the Office of Finance and Information Technology (OFIT) Operations and Support Unit of the Oregon Department of Education (ODE). This unit's primary functions are the support of technology to deliver on initiatives and meet ODE's technology needs in support of 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 to support business and financial 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. 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:

Responsible for providing support for Network infrastructure, Mobile Device Management, and information systems including server utilization, Access Management, Microsoft Teams

administration and support. This position supports the Network and Help Desk team by collecting, managing and reviewing logs, monitoring network and systems equipment, access, and license administration, and ticketing system. This position is a technical expert in the implementation, recommendation, and use of end user devices, applications, network configurations, user access management, Network equipment and configuration. Supports software and hardware configurations of client PCs, server administration, maintenance and administration of ODE system servers and implementation of service level agreements with clients as well as providing staff training on the use of the technologies listed as well as information security best practices. This position provides input to other sections for technology related items. The ISS5 works directly with the service desk, Network team, and customers to perform in depth analysis and troubleshooting. This Position is the liaison between the Help Desk and Network teams by acting as the "gatekeeper" for all service desk escalations.

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 curser at end of a row (outside table) and hit "Enter".			
40%	R	E	Operations: • Ensure that the automated workstation configuration management software is performing as expected • Monitors network, applications, and systems for server performance problems and resolves. • Run Application tests following standardized testing procedures • Routes issues to other technical teams per the routing guidelines • Coordinate activities with IT and ODE management to develop, adopt, document and distribute ODE department-wide IT policies, procedures, and standards • Administers Mobile device management System • Manages Network Network Equipment
25%	R	E	Technical Support: • Provides network and technical support for Salem office, and mobile devices • Administers MDM system for Agency • Provides support for network issues and backups, virus protection, and file management affecting ODE • Manage deployment of patches and updates using Microsoft SCCM to windows systems, and JAMF or similar Systems • Provides user support to solve hardware, software, and application problems received by Service Desk and Network team • Performs analysis and troubleshooting to resolve problems with hardware, software, and systems

			• Provide assistance in the installation, management, and use of agency-approved software, hardware, and systems. • Contact hardware and/or software vendors on warranty issues, software upgrades or hardware replacement • Resolves compatibility issues in multi-vendor environments • Access Management • Responsible for Administration, Tier 3 troubleshooting, and access management for multiple applications and systems. • Reviews and routes all help desk tickets that have been escalated to the Network team
15%	R	E	Customer Assistance: • Works directly with staff and partners to understand and resolve ODE and system problems and/or other related issues • Provides training to helpdesk, Network, and stakeholders on applications and systems • Manages tickets escalated from tier 1 and 2 technicians and coordinates communications necessary to ensure timely resolution of issues. • Maintains and documents tickets in a standardized ticket tracking system • Manages MDM system: Creation, activation, deactivation, and administration of Accounts
15%	R	E	Construction: • Develops and deploys new configuration changes to ODE workstations based on requirements from the ODE Service Desk, and Information Security Officer • Designs and maintains training materials and system/application user manuals • Constructs queries for distribution of fellow team members for use in problem resolution • Create and Maintain standardized testing plans • Follow standard testing plan when conducting application functional tests and user acceptance tests • System and Application Support, access, administration and architecture.
5%	NC	NE	Other duties as assigned
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.

May require occasional evening or weekend work to meet deadlines or resolve problems. At times may be requested to be on call to resolve technology issues to ensure uninterrupted network services to staff. Requires high level of concentration for extended periods while using a computer monitor.   Will require periodic travel to field office locations around the state. May require occasional over time. Extensive telephone contact

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.

Administrative Rules for Department of Education and Department of Administrative Services.
Capabilities and functions of computer technology, telecommunications equipment, and related data processing and word processing equipment.
Policies and Procedures of the Department of Education as well as:

- Federal HIPPA, FERPA, COPPA, CIPA, USDA NSLP, and IDEA Laws and Guidelines
- Oregon Student Information Privacy Act
- Oregon Identity Theft Protection Act
- Criminal Justice Information System (CJIS) policies, procedures and best practices
- National Institute of Standards & Technology (NIST) standards for network security
- Project Management Practices as documented in the PMBOK published by PMI
- IT Infrastructure Library (ITIL)
- DAS ESO Statewide Information Security Plan and Standards
- DAS SPO Policies and Procedures
- Education Department Policies and Procedures
- SEIU Collective Bargaining Agreements
- Applicable Education ORSs and OARs
- Oregon Identity Theft Protection Act

b. How are these guidelines used?

To assist in Use and troubleshooting of application, systems, network. Must maintain a working knowledge of the rules, regulations, procedures and functions of the agency in order to give correct information to school and education services district personnel, staff and general public.

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 curser at end of a row (outside table) and hit "Enter".			
Agency Staff	Phone, Email, In Person	Provide Technology Services	Daily

School Districts & Education Service Districts	Phone, Email, In Person	Provide Technology Services	As Necessary
Public	Phone, Email, In Person	Provide Technology Services	As Necessary
Vendors	Phone, Email, In Person	Provide Technology Services	As Necessary
State and Federal Agencies, Legislature	Phone, Email, In Person	Provide Technology Services	As Necessary

SECTION 7. POSITION RELATED DECISION MAKING

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

This position exercises discretion and independent judgment in making decisions and resolving information security problems. Independent action is normally required although CISO, Team Lead, and OIT management is consulted before final action is taken on issues of major consequence. Decisions made by this position will directly affect major functions of the agency and may have serious effects on overall agency operation, efficiency and cost effectiveness of projects, data security, and public image.

Recommending equipment replacement. Identify and recommend product improvements. Must decide when desktop support or application issues need to be escalated to the Helpdesk Supervisor or the Network team and the priority/severity of these issues.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".				
PEM E	9567023	Meeting	Regularly Scheduled	To keep the manager informed of progress and to discuss issues needing resolution
PEM E		Meeting	Annually	Performance Evaluation
ISS8 Team Lead	0001114	Meeting	Regularly Scheduled	To keep the team lead informed of progress and to discuss issues needing resolution

SECTION 9. OVERSIGHT FUNCTIONS   THIS SECTION IS FOR <u>SUPERVISORY</u> 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?

☐ Plan work   ☐ Coordinates schedules
☐ Assigns work   ☐ Hires and discharges
☐ Approves work   ☐ Recommends hiring
☐ Responds to grievances   ☐ Gives input for performance evaluations
☐ Disciplines and rewards   ☐ 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:

Must be capable of approaching problems logically and systematically. Must have good verbal and written skills. Must be capable of relaying complex technological information in such a manner that non-technical personnel can understand and comprehend. Must have the ability to quickly grasp new concepts and techniques. Must be capable of scheduling multiple tasks with multiple users, and deliver results within demanding time constraints.

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