



**State of Oregon
Public Employees Retirement System
Position Description**

Position Information

Employee Name: Vacant

Position No:

Class Title: Information Systems
Specialist 6

Class No: C1486

Working Title: Systems Engineer II

Agency No: 45900

Section Title: Technical Operations
Section (TOS)

Budget Auth. No: 001243450

Rep. Code: OA

Established Date: 7/1/2015

Work Location: Headquarters - Tigard
OR

PD Revised Date: 7/1/2016

Position: Limited Duration-
Workload

FLSA Classification: Non-Exempt

Eligible for Overtime: Yes

PERS Mission Statement

We serve the people of Oregon by administering public employee benefit trusts to pay the right person, the right benefit, at the right time.

Program Information

Describe the program in which this position exists.

Information Services Division (ISD) / Technical Operations Section (TOS)

ISD supports the Agency's mission by maintaining all information systems, computers and communication networks. ISD enables PERS business units, through the implementation of automation and technology, to provide high-quality service to members, employers and other stakeholders.

Technical Operations Section

TOS is the information technology support element of the Oregon Public Employees Retirement System. TOS administers, implements and manages the information technology infrastructure. The performance of this section affects all employees of the Agency and its external stakeholders. This section directly supports the Oregon Public Employees Retirement System's mission by ensuring its information technology resources are available, effective and efficient. This section also provides the services to manage the confidentiality, integrity and availability of the Agency's

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information assets.

Position Purpose

Describe the primary purpose of this position.

ISS6 Systems Engineer II

Provide high level technical support to the agency's mission critical software applications. Administer middleware and enterprise server applications. Analyze, plan, develop, integrate and implement mission critical activities that support agency operations, maintenance and installation of information systems software. Research, evaluate, and recommend new technologies and applications. Design and implement High Availability solutions and ensure application environments meet agency best practices for security and adopted standards and directions. Provide technical assistance for software applications in a complex multi-platform, multivendor, distributed, computing environment. This environment includes multi-tier systems. This employee is required have excellent interpersonal skills and the ability to work as an effective team member as well as the ability to work independently and make decisions that contain high risk and high impact.

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Core Competencies

Title and Definition	Weight
Teamwork and Collaboration	25 %
Is an effective team player who adds complementary skills and contributes valuable ideas, opinions, and feedback to the team.	
Simplicity	25 %
Reducing barriers through clear communication and streamlined processes.	
Innovation	25 %
Empowering change through collaborative teamwork.	
Integrity	25 %
Inspiring trust through transparency and accountability.	

Description of Duties

Title and Definition	% of Time
E - Operations	
<ul style="list-style-type: none">Install and upgrade new and modified software applications considering timing, version compatibilities, application integration, agency priorities, and other factors typically involving products new to the Agency or significant changes, such as overall system software upgrades or those that require creative COTS	

- product tuning.
- Provide system administration for PERS retirement enterprise applications and the ECM application portfolio.
- Implements product patches and fixes to update functionality of applications and middleware and to conform to best security practices.
- Analyze and resolve application performance issues affecting multiple software vendors in a highly complex and mission critical infrastructure.
- Evaluate costs, specifications, organizational policies, and technology standards to recommend application performance tuning. 35 %
- Execute disaster recovery procedures for the Agency's critical applications, when required by environmental conditions, as written by the PERS Disaster Recovery Team.
- Participate in/monitoring customer, branch and agency level evaluation projects as they relate to COTS products.
- Provides technical guidance to other analysts.
- Deploy and administer utilities to allow low level troubleshooting of middleware and application infrastructure.
- Design, implement, and manage end-to-end application monitoring and trouble-shooting software for the agency's COTS products.
- Support and administer PERS interfaces to other agencies' applications and technologies.

E - Construction

- Create and maintain automated processes for middleware and application administration which require high levels of coordination with multiple vendors and internal and external resources.
- Analyze system performance and addresses performance problems by fixing the offending software or by creating new software to integrate performance-enhancing behaviors.
- Research and integrate new software which must be highly integrated with products from multiple vendors.
- Integrate rapidly changing software products from multiple vendors which may create a high level of dynamic software changes and may require unique integration with other software products.
- Resolve integration issues that may be unique and new to the Agency and require contact with vendors and other external entities to coordinate and resolve integration issues. 25 %
- Analyze and compare version compatibility and security issues with the system before integrating any software changes.
- Design, analyze, and make modifications to J2EE or .NET application infrastructures.
- Implement and maintain various administrative utilities/applications such as version control software and enterprise scheduling software.
- Provide training to other team members on how to use new utilities for troubleshooting and configuration.
- Design, plan, and implement web analytics solution(s) that meet business needs of the agency.
- Conduct business analysis and research on the agency's COTS products and develops justification for and recommendations for purchase of system enhancements, upgrades, and modifications.

E - Planning

- Participate in strategic planning and budget development for resource utilization, new technologies and acquisition strategies, and overall integration of COTS products.
- Identify and deal with integration and compatibility issues with other agency systems.
- Create implementation plans and system documentation for COTS products, focusing primarily on the middleware infrastructure (i.e., WebSphere, jboss, etc.) solutions.
- Lead projects as assigned which introduce new technology or new business processes where there are conflicting needs; and significant integration or compatibility issues involving a variety of users and a mixture of infrastructure standards; and require cross- agency cooperation. 20 %
- Develop disaster recovery procedures for the Agency's critical applications, when required by environmental conditions, as written by the PERS Disaster Recovery Team.
- Working with PERS Information Security team, ensure new and existing agency applications and middleware infrastructure adhere to defined information security standards.

E - Customer Assistance

- Provide second and third level software support to the Agency's mission critical software applications which are complex and may involve integration with multiple systems.
- Resolve problems which may be unique and highly complex in nature.
- Resolve software application problems which may be built by internal staff or a product purchased by a third party vendor which may affect one or more employees or the entire Agency.
- Resolve problems in a timely manner which is critical to the operation of the Agency, employers and its members.
- Works with customers in developing system requirements to design, modify, or configure software applications.
- Act as the last resort for resolving issues with PERS retirement enterprise applications and the ECM application portfolio. 20 %
- Follows ITIL/ITSM best practices for incident, problem, & service request management.
- Serve as mentor to section staff on the support of the, above mentioned applications and others as assigned.
- Help customers and answers unusual or less common questions that may be referred from other IT staff involving problems that are unique in nature and those that have widespread consequences and require actual system fixes rather than operator corrections.
- Assess the situation and deal with implications to the overall system.
- Contact vendors and other external entities to coordinate problem solutions.
- Prioritize problems and work with users, vendors and other parties to resolve conflicts.

Physical Requirements - Working Conditions

Describe any on-going working conditions. Include any physical, sensory and environmental demands. State the frequency of exposure to these conditions.

Standard office equipment/supplies. Regular and timely attendance is an essential function required to

meet the demands of this job and to provide necessary services.

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Subject to high volume of work and shifting priorities. Air-conditioned office. Smoke free environment. Extensive use of computers in an office setting on a daily basis. Employee may be required to come in off-hours during peak work periods and may be on-call for nightly production or non-production problems. Occasional overnight travel. Subject to tight deadlines and budgets. Occasional lifting of boxes, paper, or moving equipment. A valid driver's license or an acceptable alternative method of transportation is required.

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Guidelines

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

PERS Mission and Values
PERS System Development Life Cycle (SDLC)
ITIL v3 Framework
Capability Maturity Model Integration (CMM-I)
PC Software and Hardware Manuals
Agency Policies
Cybersecurity policies and procedures
Section Procedure Policies and Procedures
Oregon Administrative Rules (OARS)
ORS 237 Oregon Retirement Law
ORS 238 Oregon Retirement Law
ORS 238a Oregon Retirement Law
ORS 243 Deferred Compensation Law
Resource Manuals

How are these guidelines used to perform the job?

Used as performance measures in evaluating adherence to OPERS policies, standards, and procedures.

Work Contacts

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

Who	How	Purpose	How Often
Agency staff (all levels)	verbal, written	problem analysis, daily operations	daily
TOS Staff	verbal, written	second-level escalation, system troubleshooting,	daily

		system configuration	
EAS/ECMS Staff	verbal, written	problem analysis, daily operations, second-level escalation, system configuration	daily
Contractors	verbal, written	problem analysis, daily operations	daily
Vendors	verbal, written	consulting, validate deliverables, compliance to PERS process	weekly
Administrators/Managers	verbal, written	reporting, recommendations	regularly

Position Related Decision Making

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

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Decisions made by this position can have a major impact on PERS retirement enterprise applications and ECM application portfolio. The responsibility to make consistently correct decisions determines whether the systems critical to PERS business will be available and secure. Technology decisions require careful consideration by the employee in this position. Wrong decisions could have large financial and operational impacts on the agency. This position also participates in evaluating new technology issues. Decisions made by this position have a direct and indirect effect on data confidentiality, integrity and availability.

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Review of Work

Who reviews the work of the position?

Mgr Classification	How	How Often	Purpose
X7008	meetings	weekly	Review TOS goals, accomplishments, problems, solutions, proposals and planning. Annual, semi-annual or monthly performance reviews based on measures set forth by the agency and ISD.

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:

This position is highly technical, works on multiple operating system platforms, and requires the evaluation and use of very specialized software to administer the systems. When problems arise, it is critical that resolution be quickly achieved. Since the software is highly specialized, there are few peers available to assist with problem solving. The correct analysis of system logs is a critical function, that when done correctly identifies potential risks before they become issues to the PERS system. A professional attitude; good communication skills; good character judgment; and diplomatic approach are all required to be successful at performing this job. Problems with the systems are highly visible to management, our members, employers and sometimes the public.

SPECIAL REQUIREMENTS: List any special mandatory recruiting requirements for this position: Employees will be subject to a computerized criminal history background investigation. Adverse background data may be grounds for immediate disqualification.

Preference may be given to someone with Microsoft Certified Systems Administrator (MCSA) or equivalent work experience and/or IBM Certified System Administrator – WebSphere Application Server or equivalent work experience and/or FileNet Certified Professional (FCP) or equivalent work experience, and or Red Hat Certified JBoss Administrator (RCHJA) or equivalent work experience

Proficiency in the following is preferred: PowerShell, CMD, and HTML; Experience with SVN, GECS, MS SQL, IBM WebSphere, RedHat Jboss; Experience with testing and releasing enterprise level software products; Excellent communication skills.

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

Physical Demands - General Activities

(N)ot Required - 0%
(I)ntermittent - 1 - 5%
(O)ccasional - 6 - 33%
(F)requently - 34 - 66%
(C)ontinuous - 67 - 100%

Lifting <10 lbs
Lifting >11-25 lbs
Lifting >26-50 lbs
Lifting >50 lbs

	% of Time	Notes
Sitting	C	Desk/Office
Standing	N	

Walking	O	Carpet/Short distances
Climbing/Balancing	N	
Reaching - with arms and hands	O	
Stooping/Kneeling/Crouching/Crawling	N	
Talking	O	
Hearing	C	
Lifting	I	<10 lbs. Files/Paper
Vision - close, peripheral, depth, ability to adjust focus	C	

Organizational Chart

To view a copy of a current organizational chart, click [here](#).

Employee Statement of Understanding

I have read and understand the position description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the agency's compliance policies and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with citizens and fellow employees.