



MULTNOMAH COUNTY  
INFORMATION TECHNOLOGY DIVISION



Portland Cityscape

## MULTNOMAH COUNTY

Located in northwestern Oregon at the confluence of the Columbia and Willamette Rivers, Multnomah County is at the heart of one of the most livable areas in the United States.

The County offers natural splendor and urban amenities alike: it is home to the scenic wonders of the Columbia River Gorge and the western slopes of picturesque Mt. Hood, as well as to the urban sophistication of Portland, Oregon's largest city. The City itself boasts 10,000 acres of park land in 206 locations (including the largest forested wilderness park within an American city), as well as top flight ballet, symphony, and theater companies. In addition, sports enthusiasts can choose from the NBA Portland Trail Blazers, the Portland Winter Hawks of the Western Hockey League, and the Portland Beavers professional baseball team.

The County's population has grown substantially in recent years to more than 660,000. (The population of the entire metro area is over 2 million.)



Multnomah Falls

## MULTNOMAH COUNTY GOVERNMENT

The County is governed by a Board of County Commissioners, consisting of four non-partisan members elected from designated districts, and the Board Chair, who is elected at large. The Chair also provides executive direction as the County's CEO.

The County employs approximately 5,000 regular employees providing diverse services to the community, including libraries; social services such as senior services, alcohol and drug treatment, disability services, and mental health; public safety such as jail management, district attorney, parole and probation, and law enforcement for unincorporated areas; animal services; land use planning; transportation and bridge maintenance; and assessment and taxation services.

## INFORMATION TECHNOLOGY IN THE COUNTY

### ENVIRONMENT

The Information Technology division consists of approximately 170 full-time employees. Our customer base includes County staff located in approximately 90 buildings throughout the Portland Metro area. In addition, we provide services and partner with many external government agencies, application service providers, non-profit service providers, and others.

Our environment includes approximately 400 servers running Microsoft Windows, UNIX, and Linux, primarily located in a central data center. IT supports approximately 700 business applications throughout the County, as well as



Mt. Hood

8,000 voice/fax lines and multiple call centers. Our 6,000 desktops are a mix of laptops, Windows desktops, and thin clients. Our mobility services continue to expand with remote connectivity and wireless devices.

Most IT staff are in one of three locations:  
SW 4th and Oak (Lincoln Building); 47th and E. Burnside (Kelly Building); and SE Hawthorne and Grand (Multnomah Building).

## IT PRIORITIES

### 01. Maintain secure and reliable IT services

- › Server hosting
- › Data center operations
- › Network management
- › Help Desk services
- › Telecommunications
- › Desktop services
- › Database design and administration
- › Business applications  
(packaged software implementation and support, software development, and maintenance)
- › IT security and risk management
- › IT planning and budgeting
- › IT administration and support

### 02. Provide new capabilities to Customers

IT priorities are governed by the IT Advisory Board, a cross-departmental committee which allocates the IT Innovation Fund to the projects deemed to provide the highest business value to Multnomah County. IT delivers new technology capabilities required by the approved projects.

### 03. Transform IT

Most IT services are centralized in a single organization under the County Chair. Our internal work units include Infrastructure Services, Applications Services, Customer Advocacy, and Planning and Administration.

Our focus on IT transformation includes the implementation of project and portfolio management to mature processes in demand management, project management, resource management and application portfolio management; performance management; and ITIL service management. This is a very exciting time in County IT with many opportunities for staff to further develop professionally.



Portland Sunset



The Gorge



Portland Streetcar



Japanese Garden



Union Station



Pioneer Square

## BENEFITS

Multnomah County offers a comprehensive benefits package to its Management level employees, benefits include:

- › Medical, dental, and vision coverage for spouses, domestic partners, and other eligible dependents (some employee premium payment required).
- › Automatic contribution of 1% of a management employee's salary to VEBA (Voluntary Employee Benefit Account), which can be used to pay qualifying post tax medical expenses, including co-pays and deductibles for medical and dental expenses.
- › Generous accrual schedule for paid vacation leave:

Years of Service	Hours Accrued Per Pay Period	Hours (Weeks) Accrued Per Year by Forty Hour Employees	Maximum Hours Accruable
Less than 2	4.67	112 (2.8 wks.)	224
2 up to 5	5.67	136 (3.4 wks.)	272
5 up to 8	7.33	176 (4.4 wks.)	352
8 up to 15	9.0	216 (5.4 wks.)	432
15 or more	9.0	216 (5.4 wks.)	500

\* All accrued hours are based on a full-time employee, working 40 hours a week.

- › Accrue sick leave at a rate of 12 days per year, 96 hours; based on an employee working a full-time 40 hour per week schedule.
- › 10 paid holidays per year.
- › Automatic enrollment for Short-Term and Long-Term disability insurance.
- › Automatic Life Insurance enrollment, 1 X annual salary (\$50,000 maximum).
- › Optional participation in MERP (Medical Expense Reimbursement Plan), a flexible spending account for the payment of out-of-pocket medical and dental expenses.
- › Optional Lifestyle Life Insurance coverage.
- › EAP (Employee Assistance Program).
- › Health and Wellness programs.
- › Dependent Care Assistance Program (DCAP), an option program that allows employees to enroll and contribute (on a pre-tax basis) to a flexible spending account for the payment of eligible dependent/elder care expenses.
- › Fully paid participation in OPSRP (Oregon Public Service Retirement Plan). The County pays both the employer and the employee's shares of the retirement contribution (6% of wages).
- › 100% subsidized bus pass for regular full- and part-time employees.

All benefits are subject to review and change by Multnomah County.

## HOW TO APPLY

Additional information regarding positions currently offered with Multnomah County's Information Technology group may be obtained at <http://www.multcojobs.org/>, or through the Multnomah County Job Hotline at (503) 988-5035. Information may also be obtained at the Multnomah County Job Application Center, located at:

1120 SW FIFTH AVE.  
1<sup>ST</sup> FLOOR LOBBY  
PORTLAND, OR 97204

NOTE: This brochure is intended as a general descriptive guide and is subject to change.  
This brochure does not constitute either an expressed or implied contract.

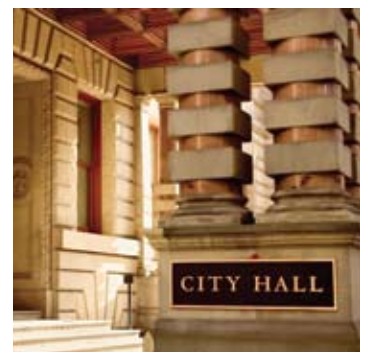
Multnomah County is an equal opportunity employer.



Autumn day in Portland



The Pearl District



City Hall