

Oregon Workers' Compensation

Resource and Technology Services Unit

Operations Section

Support the Workers' Compensation Division by providing excellent customer service and innovative solutions to our customers.

Purpose

Provide technical expertise and support to the division end-users and administer centralized purchasing and resources for WCD.

Responsibilities

- **Technical support:** Provide intra-divisional software application development and technical expertise to support end-user needs within the agency's computer-based Local Area Network (LAN) configuration. Coordinate and support division wide telephone system.
- **Resource and equipment support:** Provide assistance to division staff in the acquisition, maintenance, and use of equipment, supplies, and services.
- **Information Management Division liaison:** Coordinate corporate data system designs and upgrades with WCD program areas and IMD technical staff.
- **Develop data solutions:** Design and develop data solutions using MS Access, MS Excel, Actuate, and other available applications.

Functions

The Resource and Technology Services Unit consists of a supervisor and six staff in two separate support teams:

In cooperation with IMD, the Technology Services Team provides macro and stand-alone application development, coordinates corporate data system design and upgrades, does general troubleshooting on applications and equipment, assists in hardware and software configuration changes and upgrades, provides programming and consultative services, coordinates and supports the division's centralized telephone and voice mail systems, and coordinates a check-out system for audio/visual equipment. In addition, this team created and continuously updates the Operations Section's Web site.

The Resource Services Team administers centralized purchasing activities for the division, to ensure cost-effective, appropriate, and necessary goods, supplies, and services are acquired in conformance with state, Department of Administrative Services, and agency policies. This team is also responsible for division space planning, move coordination, ergonomic design of workspaces, and maintaining the division inventory system.

For more information contact:

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