



## **Duty Statement**

**Information Technology Services Division  
Technology Operations Branch  
Infrastructure Administration & Support  
Information Technology Supervisor II  
358-533-1404-001**

### **Infrastructure Support Supervisor**

Under general direction of the Infrastructure Administration & Support Manager (Information Technology Manager I), the Infrastructure Support Supervisor is responsible for directing the day-to-day activities of the Server & Systems Administration team for the California State Lottery (Lottery). As a working supervisor, the Server Administration Manager will ensure that the very complex and highly critical computer systems operate in an effective and efficient manner 24 hours per day and seven days per week. The duties for this position are focused in the System Engineering domain; however, work may be assigned in other domains as needed. Duties include, but are not limited to, the following:

#### **A. Essential Functions**

- 25% Plans, organizes, directs, monitors, and participates in the activities of the Server Administration and Data Management teams. These activities include but are not limited to the analysis, design, acquisition, installation, configuration, test, implementation, and maintenance of the IT infrastructure consisting of servers, server facilities, storage area networks (SAN), network attached storage (NAS), Active Directory, Windows Internet Naming Service, Domain Name System, Dynamic Host Configuration Protocol, Group Policy administration, software deployment, email support and encryption, anti-spam, security patch management, security operations and incident management. Establishes IT standards and adopts best practices such as Information Technology Infrastructure Library (ITIL) to deliver the highest level of IT services to customers.
  
- 20% Organizes, directs, and supervises the activities of the server administration and data management personnel to ensure assignments are completed accurately and timely. Provides overall management including the planning, budgeting, and personnel development in support of the programs and associated staff.

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- 20% Coordinates the management of the infrastructure personnel ensuring that all design, testing, and implementation and maintenance activities comply with procedures and policies.
  - 15% Organizes, plans, coordinates, executes, monitors; reports, and controls the unit's projects activities, schedule, and resources. Manages project activities and sub-projects as required.
  - 10% Consults with other managers and supervisors within the Information Technology Services Division (ITSD) regarding the information technology needs of the Lottery. Negotiates and participates in establishing service level objectives, reviews Request for Proposal and Invitation for Bid documents related to data processing.

**B. Marginal Functions**

- 5% Consults with equipment, software, and service vendors to review industry products to aid in the selection of such items that will be a benefit to the operations of the Lottery systems.
- 5% Maintains current knowledge of the computer, data communication industries, and data management practices.

**C. Supervision Received**

The Infrastructure Support Supervisor receives general direction from the Infrastructure Administration & Support Manager; direction and assignments may also come from the extended ITSD management team.

**D. Supervision Exercised**

The Infrastructure Support Supervisor directly supervises five Information Technology Specialist I positions and one Information Technology Associate position.

**E. Administrative Responsibility**

The Infrastructure Support Supervisor provides overall management and control of the Server Administration unit, including project oversight functions, budgeting, and personnel activities.

**F. Personal Contacts**

The Infrastructure Support Supervisor has daily contact with departmental management and staff as well as other state agencies, vendors, consultants, and outside visitors.

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**G. Actions and Consequences**

The Infrastructure Support Supervisor exercises good judgment in making decisions affecting various aspects of the ITSD, especially concerning production operations for the Lottery. Poor judgment and decisions can adversely impact the Department's effectiveness. The execution of Lottery technology projects constitutes a significant investment in staff and material resources. The effective and efficient support of this investment is the responsibility of the ITSD. Failure to exercise this responsibility properly can result in loss of integrity of systems, loss of sales in draw or scratcher games, inaccurate administrative data, productivity losses, and/or equipment losses.

**H. Other Information**

This position requires the use of a California State Lottery mobile telephone in addition to being available remotely after hours and weekends.

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Supervisor's Signature

\_\_\_\_\_  
Date

I have read and understand the duties assigned as described above.

\_\_\_\_\_  
Signature of Incumbent

\_\_\_\_\_  
Date