

CA State Lottery

DUTY STATEMENT

(New/Revised 12/2020)

PROPOSED

CURRENT

	EFFECTIVE DATE December 1, 2022
DIVISION/UNIT Information Technology Services Division/Network Engineering & Support	POSITION NUMBER (Agency – Unit – Class – Serial) 358 - 539 - 1405 - 001
WORK LOCATION 700 N. 10th Street	CLASS TITLE Information Technology Manager I
INCUMBENT NAME Vacant	WORKING TITLE Network Engineering Manager

The Lottery is dedicated to implement the public’s mandate to maximize supplemental funding for public education through the responsible sale of lottery products.”

Brief Job Description:

Under general administrative direction of the Chief Technology Officer (Information Technology Manager II), the Network Engineering Manager will plan, organize, and direct the activities of staff in supporting the California State Lottery’s (Lottery) networking infrastructure which include Cloud, Local Area Network (LAN), and Wide Area Network (WAN). Sets information technology (IT) processes and standards; formulates future long-range vision and objectives; aligns, reviews implementation, and ensures conformance of the Unit with organizational policies and objectives. The duties for this position are focused in the Client Services, Software Engineering, IT Project Management and System Engineering domains; however, work may be assigned in other domains as needed.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned. MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.
30%	<p>ESSENTIAL FUNCTIONS</p> <p>Plans and directs the activities to provide the network infrastructure that supports Lottery business functions. The network infrastructure includes LAN, WAN, Cloud, voice, and data services. This will also include customer support to all Lottery employees for all networking issues. Ensures the very complex and highly critical networking systems operate in an effective and efficient manner. Manages the hardware and software systems for all networking appliances which encompasses the interconnectivity of all Lottery managed voice and data networks and services. Maintains knowledge in support of Lottery services such as Remote Access, System Management, Network Firewall protection, Gateways, local and wide area network connectivity which includes 9 District Offices and 2 Warehouse Distribution Centers.</p>
30%	<p>Demonstrates a high level of technical knowledge and leadership for all LAN/WAN and Cloud related network projects. Directs the Network team to develop and implement new enterprise level network infrastructure components, test enhanced capabilities, and provide the Lottery enterprise technical knowledge across all network environments to ensure the highest level of coordination and integration for the Lottery’s network infrastructure. Provides overall management and leadership to the network team, including planning, organizing, budgeting, and leading for meeting the Lottery’s goals and objectives. Leads the personnel development effort for the network team, ensuring staff receives appropriate training, mentoring, and coaching for their professional development. Directs the network team to implement technical strategies relating to networking improvements, applying industry best practices, and resolving complex issues.</p>
25%	<p>Provides solutions architecture and network analysis for the Lottery’s network-based Cloud and LAN/WAN projects. Coordinates all Tier 3 support efforts with the network staff to resolve the most complex technical problems and issues that occur with the Lottery’s network framework. Sponsors and promotes best practices for both existing systems as well as new network operating system level software products to ensure they effectively operate within the Lottery’s network infrastructure. Creates models to predict network capacity and performance for any new applications and configurations. Maintains up to date knowledge about technology standards, innovations, and industry best practices related to network management. Establishes, implements, and enforces standards for the Lottery’s networking infrastructure.</p>
10%	<p>Regularly meets with staff, and monitors, evaluates, documents, and reports on staff activities and project status to ensure the highest level of performance in meeting staff performance and workload service level objectives/agreements. Recommends, develops, proposes, and plans high-level sensitive projects or studies. Identifies issues and takes appropriate action. Develops staff and carries out Department and Division succession plan strategies. Completes training plans, probation reports, and other personnel-related products in a timely manner. The incumbent is responsible for staff and subject matter experts professional and program development through professional training, education, enhancing cross-departmental collaboration, job shadowing, and providing diverse assignment opportunities. Builds a team of highly motivated and high-performing professionals; develops sustainable hiring, promotional, and retention strategies; fosters a highly innovative culture focused on delivering customer value; promotes and maintains a positive and collaborative work environment.</p>

5%	<p>MARGINAL FUNCTIONS</p> <p>Establishes and maintains collaborative relationships as an effective liaison with all levels of the Lottery management team and staff, other state and public agencies, and established Lottery vendor community. Other job-related duties as assigned such as but are not limited to: performing in a project lead capacity, developing/maintaining various documentation, performing advisory and consulting services, etc. Serves as an advisor on key governance bodies; and participates, as needed, in ad-hoc committees, work groups, and projects.</p>
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SUPERVISION RECEIVED:
 The incumbent is under the administrative direction of the ITSD Chief Technology Officer (Information Technology Manager II), and receives high-level guidance and leadership to meet Lottery's mission and business objectives.

SUPERVISION EXERCISED:
 The incumbent provides overall management of the Network Engineering & Support group and is responsible for planning, organizing, and directing the vision of the program and work of subordinate staff. The incumbent must also have knowledge of effective principles of supervision, leadership, and progressive discipline process and procedures.

TYPICAL PHYSICAL DEMANDS:
 Not applicable.

TYPICAL WORKING CONDITIONS:
 The incumbent will work in a fast paced environment, with competing priorities, and critical deliverables. This position has work hours from 8:00 a.m. to 5:00 p.m., after-hours work, holiday work, and/or statewide overnight travel may be required. This position is also required to carry a Lottery issued cell phone to be reachable outside of normal business hours.

PERSONAL CONTACTS:
 The incumbent interacts with various levels of Lottery executives, managers, stakeholders, business areas, staff, gaming vendors and consultants, and other state agencies.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

To be reviewed and signed by the supervisor and employee:		
SUPERVISOR'S STATEMENT:		
<ul style="list-style-type: none"> • I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE • I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT 		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE SIGNED
EMPLOYEE'S STATEMENT:		
<ul style="list-style-type: none"> • I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR • I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT • I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION • I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE 		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE SIGNED

CA State Lottery Duty Statement Instructions

(New/Revised: 12/2020)

Effective Date: Enter effective date of duty statement. This date reflects the date the duty statement was created, updated, or reviewed for continued accuracy of tasks.

Division/Unit: Enter the Division/Unit name where the position resides in the Lottery organization.

Position Number: Enter the full position number assigned as shown on the department's organization chart (e.g., Agency: 358, Unit: 031, Class: 5157 (SSA), Serial: 001: [358-031-5157-001]).

Work Location: Enter the physical location where the employee will work (e.g., Sacramento Headquarters, Fresno District Office (Fresno DO), Northern Distribution Center, etc.).

Class Title: Enter the legal class title of the position (e.g., Office Technician (Typing), Staff Services Analyst, District Sales Representative, etc.)

Incumbent Name: Employee's full name.

Working Title: Enter the working title of the position, if different from the legal class title.

Brief Job Description: Enter a brief description of duties to be performed such as: Under the supervision of the Staff Services Manager I the incumbent is responsible for *ADD A BRIEF SUMMARY OF DUTIES*.

NOTE: To determine the level of supervision received (e.g., under direct supervision, direction, etc.), refer to the class specification or contact your C&P analyst.

Percentage of Time Performing Duties: Enter the percentage of time the incumbent will spend performing each group of essential and marginal functions. **NOTE:** Percentages must be in descending order with largest percentage of duties at the top. Percentages should be no more than 45% and in descending order. Total of all percentages cannot exceed 100%.

Essential Functions: These duties are why the position exists. The employee must be able to perform the essential duties of the position with or without a reasonable accommodation. Ensure duties assigned to the position are appropriate for the classification and group similar tasks together. Explain **WHAT** the task or duty is to be performed, **WHY** the task is being performed, **WHAT GOAL** is being achieved, and **WHERE/WHEN** is the task done if relevant to the working conditions of the job.

- Example: Meet with retailers (**WHAT**) monthly in the field at the retailer's place of business (**WHERE/WHEN**) to determine Lottery Scratchers needs (**WHY**) and ensure supply/demand needs are met (**WHAT GOAL**)

NOTE: Spell out acronyms. Typically, acronyms are created by a department for division/unit names or other words that are used frequently within the department. These acronyms are not well known throughout all departments within the State of CA or to the general public. Job applicants and/or new employees will not be familiar with these acronyms or understand their meaning, therefore, acronyms should be spelled out in duty statements (and Job Bulletins).

Marginal Functions (Second Page): These are additional duties that are incidental or a minimum part of the job. These duties can be redistributed among other staff. Additionally, if you list 'Other duties as assigned', you must indicate what the other duties might entail (e.g., Other duties as assigned such as assisting other staff as needed, or assist with special projects as assigned, etc.) This percentage must be included in the total of all percentages which cannot exceed 100%.

Position Number: Enter the full position number assigned as shown on the department's organization chart (e.g., Agency: 358, Unit: 031, Class: 5157 (SSA), Serial: 001: 358-031-5157-001).

Supervision Received: List the classification and/or title of the person this position receives supervision from (e.g., The *Staff Services Analyst* receives supervision from the *Revenue Collections Manager, Staff Services Manager I*).

Supervision Exercised: Enter classifications supervised by incumbents (e.g., None if they do not supervise, or Provides supervision to subordinate manager and analytical staff, etc.)

Typical Physical Demands: Enter the physical characteristics/surroundings of the job that make specific demands of an employee's capacity. These may describe physical requirements to perform the essential functions of the job. (e.g., lifting 50lbs or more) Additionally, verbs such as walk, talk, see, hear, etc., should not be included as they are not ADA compliant.

Typical Working Conditions: Enter the working conditions/working environment. This covers such matters as: travel, working time, OT the organization of work and work activities. (e.g., Occasional overnight travel (10%), work in a high-rise building, work in a fast-paced environment, etc.)

Personal Contacts: Enter contacts the incumbent will frequently have (e.g., public, other state offices, control agencies, Governor's offices, other State's, etc.).

Supervisor's Name, Signature, & Date: Supervisor enters name, signature, & date acknowledging they discussed the duties and responsibilities of the position with the employee.

Employee's Name, Signature, & Date: Employee enters name, signature, & date acknowledging duties were discussed with the supervisor, they are able to perform the essential functions listed in the duty statement with or without reasonable accommodation, and they may be asked to perform other duties as assigned within current classification including work in other functional areas as business needs require.