

CA State Lottery

DUTY STATEMENT

(New/Revised 12/2020)

PROPOSED

CURRENT

EFFECTIVE DATE

DIVISION/UNIT ITSD Enterprise Transformation, Innovation & Support Branch Gaming Management	POSITION NUMBER (Agency – Unit – Class – Serial) 358 - 510 - 1405 - 001
WORK LOCATION Lottery Headquarters	CLASS TITLE Information Technology Manager I
INCUMBENT NAME	WORKING TITLE Gaming Management Section 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 direction of the Chief Innovation Officer (Information Technology Manager II), the Gaming Management Section Manager is responsible for providing leadership and setting the strategic direction of the Gaming Vendor Management function in alignment with the strategic and operational objectives of the California State Lottery and the Information Technology Services Division (ITSD). The duties for this position are focused in the Business Technology Management, IT Project Management, and Systems Engineering domains; however, work may be assigned in other domains as needed. Duties include, but are not limited to, the following:

% 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.

35%	<p>ESSENTIAL FUNCTIONS</p> <p>Provides leadership and sets the strategic direction, mission, and vision for the Gaming Management Section in alignment with the strategic and operational objectives of the ITSD California State Lottery 2023-2026 IT Strategic Plan. Provides oversight and supervision to gaming management section staff. Establishes goals, objectives, and success criteria for staff and holds them accountable to achieve these goals through active management of strategic and tactical plans and schedules. Fosters a working environment that promotes productivity and job satisfaction of all levels of staff. Creates professional development plans and strategies to effectively provide training, mentoring, coaching, and opportunities that promote staff growth and development. Directs staff responsible for providing operational oversight of the Lottery gaming system including day-to-day service management and technical oversight of gaming system projects and releases.</p>
30%	<p>Develops organizational structure and functional roles and responsibilities for gaming vendor management and oversight. Collaborates with internal stakeholders including information technology (IT) and business resources to develop best practices for gaming vendor management, gaming services, and technical oversight. Serves as the point of contact for service management and customer support between external vendor, Lottery management and stakeholders consuming gaming services and solutions; manages vendor relationships between gaming system vendors and Lottery’s business areas; escalates vendor issues and/or disputes and facilitates those issues to resolution. Oversees the measurement, documentation, and reporting of gaming vendor performance, including vendor service level management, financial assessments and corrective actions.. Oversees and provides direction on projects managed within the Gaming Management Unit. Acts as a resource that assists Legal and departmental areas in the negotiation of procurement and contract negotiations relating to gaming system and the services they provide. Partners with Contract Administration Services to track and report on vendor financial transactions, business continuity, and contractual compliance.</p>
20%	<p>Establishes internal policies, standards, and processes for gaming and technology vendor interaction. Develops and manages the strategic planning of applications and tools to support vendor management, including vendor tracking, analytics, and performance management. Oversees the maintenance of service level agreements with vendors to ensure they are current. Performs delegated contract management and administration tasks including developing, reviewing and/or drafting contract change orders, amendments and corrective action requests. Makes strategic and informed decisions on allocating departmental resources to pursue this strategy.</p>
10%	<p>Serves as a member of the ITSD leadership team. Works closely with ITSD executive leadership and senior management to develop and execute IT Strategic Plan goals and initiatives. Leads and contributes to the strategic planning of future policy and direction setting of ITSD. Makes strategic and informed decisions when allocating departmental resources to ensure the strategic goals and initiatives are met. Participates in various governance bodies and acts a Lead on several IT strategic goals.</p>

5%	<p>MARGINAL FUNCTIONS</p> <p>Perform other job related duties as assigned such as but not limited to: developing/maintaining various documentation, acting as a project lead, and performing analysis and consulting services.</p>
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SUPERVISION RECEIVED:
The Gaming Management Section Manager's under general direction of and receives most assignments from the IT Manager II direction and assignments may also come from the extended Information Technology Services Division (ITSD) management team.

SUPERVISION EXERCISED:
The Gaming Management Section Manager directly manages the following classifications: IT Spec II, IT Spec I, and IT Associate.

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, and/or statewide overnight travel may be required. May require occasional work on weekends and holidays. This position may be required to carry a Lottery issued cell phone to be reachable outside of normal business hours.

PERSONAL CONTACTS:
The Gaming Management Section Manager interacts with various levels of Lottery executives, managers, stakeholders, business areas, staff, 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:

- 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
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EMPLOYEE'S STATEMENT:

- 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
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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.