



Classification: Information Technology Manager I

Working Title: Digital and Interactive Services (DIS) Manager

Position Number: 358-523-1405-001

Division/Unit: ITSD/EPAS/DIS

Assigned Headquarters: Sacramento HQ

Position Eligible for Telework (Yes/No): Yes

Job Description Summary

Under the general administrative direction of the Chief Applications Officer (Information Technology Manager II), the Digital and Interactive Services (DIS) Manager is responsible for the California State Lottery Digital & Interactive Services Unit and the Mobile Applications, Public Website Support, and Digital Quality Assurance Teams. The incumbent provides team leadership in alignment with Lottery goals relating to application best practice processes, standards, procedures, development, and implementation; Provides strategic direction, guidance, technical expertise, decision-making, mentoring and support to build and supervise high-performing teams; Collaborates with other Information Technology Services Division (ITSD) managers within the Division, management resources within the division, business partners and vendors, to advance the goals and objectives of the California State Lottery IT Strategic Plan to achieve business value and outcomes; 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 Software Engineering, IT Project Management, System Engineering, and Client Services domains; however, work may be assigned in other domains as needed.

Job Description

40% The incumbent is responsible for managing the DIS Unit which includes the management and supervision of multi-functional information technology staff. Leads, manages, and maintains the California State Lottery's (Lottery) highly complex and specialized cloud-first digital experience platform and mobile applications that support the Lottery draw games, 2nd Chance, and Scratchers. Establishes program vision, goals, and objectives to accomplish the Lottery mission, including customer service and user experience strategies, platform support, application development, system maturity, and new technology innovation through an expert understanding of the Software Development LifeCycle (SDLC), agile methodologies, project management principles and practices, and management best practices. Develops near-term, and long-term, technical strategies and roadmaps related to sales and marketing campaigns, digital



functionality, customer service, and user experience to manage demand and workload. Defines strategies for improving operational processes, including metrics to evaluate the velocity, quality, and application performance to mature the Development and Operations (DevOps) pipeline. Monitors software licenses and contract terms to ensure renewals are requested in a timely manner and compliance is maintained.

- 30% Incumbent is responsible for overseeing the vendor management of the Public Website software development for new innovative website functionality; Digital Quality Assurance Team that provides comprehensive testing to ensure all public facing applications meet the Lottery and State's requirements and standards. Manages and supports multiple digital systems and critical online business operations by managing the analysis, design, development, implementation, testing, and maintenance phases of the SDLC for delivering secure public facing digital applications and websites. Directs the digital release management strategy, processes, and activities including release scope management, communications, SDLC milestones, and release management schedule.
- 20% 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.
- 10% 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.

Scope and Impact

a. Consequence of Error:

ITSD is responsible delivering high-quality technology services and solutions that enable the business to achieve its goals and objectives. With over 1000 staff located in offices throughout the state, the Lottery's sole mission is to provide supplemental funding for California's public schools and colleges.



While the Lottery is a public agency, it receives no public funding. Instead, all operating and administrative expenses are raised through the responsible sales of our games. Disruptions that impact revenue generation would significantly affect the Lottery's ability to achieve its mission. In addition, incorrect data supplied to executives, upon which members rely for decision-making criteria, and/or unsupported recommended approaches or solutions could result in wasted resources and inefficient use of Lottery resources. Negative decisions on mission critical Lottery systems could result in outages where such failures would be a significant embarrassment to the Lottery, the Governor, and the state.

The DIS Manager exercises good judgement in making decisions affecting various aspects of the ITSD. Poor judgment and decisions can adversely impact the team's effectiveness. The execution of Lottery software projects constitutes a significant investment in staff and material resources. The effective and efficient support this investment is the responsibility of the ITSD. Failure to use good judgment in performing the duties of this position could result in the loss of integrity of systems, loss of sales in draw games or Scratchers, and inaccurate administrative data.

b. Administrative Responsibility:

Provides strategic as well as day-to-day management responsibilities. Responsible for all aspects of workforce development, succession planning, and performance management including, but not limited to: recruiting, hiring, retaining, workforce development, succession planning, training/cross-training, knowledge transfer, mentoring, coaching, progressive discipline, corrective action, onboarding/offboarding, employee engagement, and ensuring and maintaining a positive and diverse workforce composition in ITSD.

The DIS Manager provides overall management and control of the DIS section, including project management functions, budgeting, and personnel activities.

c. Supervision Exercised and Received:

The DIS Manager is under general direction of and receives most assignments from the IT Manager II; direction and assignments may also come from the extended ITSD management team.

The incumbent 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.

The DIS Manager directly manages IT Specialist II and IT Specialist I positions and is under the administrative direction of the ITSD Chief Applications Officer (Information Technology Manager II), and receives high-level guidance and leadership to meet Lottery's mission and business objectives.

d. Personal Contacts:

The DIS manager interacts with various levels of Lottery executives, managers, stakeholders, business areas, staff, vendors and consultants, and other state agencies.



Physical and Environmental Demands

Not Applicable.

Working Conditions and Requirements

- a. Schedule: This position has work hours from 8:00 a.m. to 5:00 p.m. Weekends, long and/or irregular hours, after-hours work, and holiday work may be required.
- b. Travel: Statewide overnight travel may be required.
- c. Other: This position is also required to carry a Lottery issued cell phone. This position is required to be reachable outside of normal business hours.

Effective Date:

NOTE: 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 otherwise balance the workload.

SUPERVISOR’S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have retained a copy of the signed duty statement.

Supervisor Signature

Printed Name

Date

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 Signature

Printed Name

Date



Duty Statement Instructions (Rev. 04/2023)

NOTE: After inserting the text/information into the duty statement, remove all “Insert Text” or “Insert Text to describe the following” prompts.

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

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

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]).

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

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

Position Eligible for Telework (Yes/No):

Job Description Summary: Briefly describe the overall purpose of the position, the degree of supervision received, and any supervision exercised. Should not exceed 4 sentences. Example: Under the supervision of the Staff Services Manager I, the incumbent is responsible for ...**ADD THE SUMMARY OF DUTIES TO BE PERFORMED.**

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, Examinations Analyst.

Job Description: This will consist of ‘Essential (E)’ duties and ‘Marginal (M)’ duties (if applicable). Enter the percentage of time the incumbent will spend performing each group of essential and marginal functions (Example: A duty that is regarded as 5% is equivalent to approximately 2 hours of work per week OR 8 hours (one day) of work per month). **NOTE:** Percentages must be in descending order with the largest percentage of duties at the top. Percentages must not be less than 5% of time. Total of all percentages must equal 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 the 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 **WHAT GOAL** is being achieved, and **WHERE/WHEN** is the task done if relevant to the working conditions of the job.



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

NOTE: Spell out acronyms. Typically, acronyms are created by a department for division/unit names or other works that are used frequently within the department. These acronyms are not well known throughout all departments within the State of CA or the 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 – 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 assigned such as assisting other staff as needed, or assist with special projects as assigned, etc.) This percentage must be included in all percentages which in total cannot exceed 100%. **NOTE:** Marginal Functions should be no more than 5%.

Scope and Impact: Describe the following:

- a. Consequences of Error: (Describe consequences to the department, division, etc., if the person did not perform the duties of the position.)
- b. Administrative Responsibility: (Describe incumbent's role, such as activities related to personnel, training, business operations, etc.)
- c. Supervision Exercised and Received: (Describe position that supervises the incumbent and classifications the incumbent supervises, or if not a supervisory classification, add 'This position does not supervise others.')
- d. Internal Personal Contacts: (List frequent internal contacts to perform their duties such as, executive staff, Lottery managers and supervisors, other Lottery division staff, etc.)

Physical and Environmental Demands: (Describe the physical environment of the main work location

Working Conditions and Requirements: Describe the following:

- a. Schedule:
- b. Travel:
- c. Other:

Effective Date: Enter the effective date of the duty statement (employee appointment date).