



Classification: Associate Governmental Program Analyst (AGPA)

Working Title: Administrative Services Analyst

Position Number: 358-522-5393-001

Division/Unit: Information Technology Services Division / IT Strategy, Policy & Business Services

Assigned Headquarters: Sacramento Headquarters

Position Eligible for Telework (Yes/No): Yes

Job Description Summary

Under direction of the IT Strategy, Policy & Business Services Manager of the Information Technology Services Division (ITSD), the Associate Governmental Program Analyst (AGPA) analyzes and coordinates the complex personnel transactions for ITSD including but not limited to: a wide variety of consultative and analytical services related to the recruitment, staffing, training, and budgeting. The incumbent is required to possess an in-depth knowledge and understanding of the various functional areas and work processes within an information technology (IT) environment. The incumbent communicates with all levels of management, staff, and other Department entities on the personnel policies, procedures, practices, and standards that specifically impact each area. The incumbent is required to operate in highly confidential manner.

Job Description

Essential Functions

- 35% Analyzes and coordinates the complex personnel transactions for ITSD. Utilizes knowledge of current personnel policies, rules and regulations, and provides technical assistance and guidance to ITSD management. Determines the correct allocation for ITSD personnel issues and classifications. Prepares and/or reviews position statements, allocation guidelines, and organization charts. Resolves the complex personnel issues. Provides management with recommendations regarding the complex classification issues. Leads/conducts special studies for ITSD staffing needs and funding. Composes correspondence to relate ITSD's position on a variety of complex personnel issues. Provides alternatives and recommendations to management for all personnel related issues. Tracks and updates attrition and new hire data for ITSD. Prepares various detailed monthly reports for management identifying vacancy trends, turnover, and other position actions. Maintains ITSD position & vacancy control reports for completeness, timeliness, and accuracy. Develops and maintains written desk procedures.

- 25% Independently interprets and applies specific and complex laws, rules, regulations, policies and procedures. Communicates effectively with managers and supervisors to ensure time sheets are calculated correctly. Originates, processes, and tracks attendance/personnel-related documents and correspondence, including employee benefits, medical leaves, retirement, separation and new hire paperwork. Coordinates and maintains the monitoring of due dates of performance management documents (e.g., Probation Reports, Performance Appraisal Summary/Individual Development Plans), and workforce development reports; As the Personnel Liaison for ITSD, attends all HR training and



workshops. Serves as ITSD's attendance clerk and is responsible for reviewing and maintaining complex daily attendance records and ensuring accuracy, completeness, and timely submission. Provides administrative and supportive services to ITSD managers, supervisors, and staff. This includes the submission of request for service for general facility and administrative services such as keys, repairs and ergonomic evaluations. Serves as ITSD's Supply Clerk, processing monthly supply orders and managing deliveries for ITSD office supplies.

- 20% Resolves facilities and administrative support related issues. Coordinates evaluation and planning for efficient use of space. Updates and maintain floor plans for all ITSD space within Headquarters (HQ). Coordinates space and facilities requirements, analysis of costs, and areas for cost reductions. Communicates facilities updates to all ITSD staff in HQ. Recommends solutions, coordinates, and resolves complex issues related to space allocations, staff relocations, and placement of vendor/contractor staff. Serves as the ITSD Training. Coordinator providing full range analytical support regarding training records, ensuring approval of training requests, working with management creating and developing justifications for training approvals, and analyzing training budgets to ensure costs are appropriately recorded, maintained, tracked, and reported. Coordinates the Division's staff training needs and tracking of approved courses with the Lottery's Training Unit. Serves as the ITSD liaison with the Lottery's Training Unit to ensure mandatory training needs for the ITSD are scheduled, tracked, and monitored. Work with the training tracking tool implemented as the main system to monitor and govern training requests and approvals. Collaborates with the ITSD budget analyst to ensure adherence with the ITSD training budget.
- 15% Works collaboratively with the ITSD management team, briefs and advises the manager, exercises a high degree of initiative, independence of action and originality, and must demonstrate tact and good judgment. Must be able to communicate effectively in order to develop and maintain effective and cooperative working relationships. The incumbent must be able to adapt easily to changing priorities and maintain consistent, predictable attendance in the performance of these specific functions.

Marginal Functions

- 5% 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.

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.



Errors, incomplete staff work, poor recommendations, and/ or poor decisions may result in the loss of or disruption of major service to customers and/or the inability of ITSD to meet business needs. As appropriate, staff must be available to respond to service outages that affect daily operations to ensure business continuity.

- b. Administrative Responsibility: None, but the Administrative Services Analyst will assist with the training of any new personnel for the unit.
- c. Supervision Exercised and Received: The Administrative Services Analyst is under general direction of and receives most assignments from IT Strategy, Policy, and Business Services Manager; direction and assignments may also come from the extended Information Technology Services Division (ITSD) management team.
- d. Personal Contacts: The Administrative Services Analyst 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

The Administrative Services Analyst will work in a fast-paced environment, with competing priorities, and critical deliverables.

- a. Schedule: This position has work hours from 8:00 a.m. to 5:00 p.m. May require occasional work after hours, on weekends, and on holidays.
- b. Travel: None
- c. Other:

Effective Date: TBD

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:



Job Description

- b. Travel:
- c. Other:

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