



Classification: Information Technology Specialist II

Working Title: Senior Gaming Vendor Analyst

Position Number: 358-517-1414-004

Division/Unit: Information Technology Services Division/ Gaming Vendor Management

Assigned Headquarters: Sacramento Headquarters

Position Eligible for Telework (Yes/No): Yes

Job Description Summary

Under general direction of the Gaming Management Section Manager (IT Manager I), the Senior Gaming Vendor Analyst is responsible for the most complex analytical and technical Gaming Vendor Management (GVM) activities necessary to manage the California State Lottery's (CSL) multibillion dollar gaming system contracts. The Senior Gaming Vendor Analyst is responsible for gaming vendor contract management, performance management, relationship management and risk management. The position functions as an escalation point for resolving vendor product and service issues and is responsible at the staff level for establishing efficient, effective, and repeatable processes within the GVM unit. The duties for this position are focused in the Business Technology Management and Information Technology Project Management domains; however, work may be assigned in other domains as needed.

Job Description

Essential Functions

35% Provide leadership and expertise in the Gaming Vendor Management line of business. Review and establish vendor contract management processes and procedures for the GVM unit. Provide guidance to procurement teams to optimize contract negotiations and ensure compliance of negotiated agreements to established vendor management policies and practices such as articulation of service levels and deliverables. Leads complex analytical activities associated with the procurement, contract management and monitoring of gaming system contracts. Represent GVM on gaming system audit requests and function as the highest-level subject matter expert and coordinator of gaming vendor related services, activities, and tasks. Assist the Manager I and Lottery Contract Manager in establishing, maintaining, and managing vendor performance through a comprehensive set of policies, procedures, tasks, measurements, and metrics. Monitors contractor activities and performance for trends and identifies and escalates strategic risks and opportunities. Analyzes potential discrepancies in contractor job performance, and reviews with the management team. Performs oversight and validation of vendor performance related to vendor services and the implementation of new products, services, and systems. Serve as a point of escalation for vendor issues and disputes and drive those issues to resolution. Manage the formal communication process with vendors, including what information should be communicated, when and by whom, to ensure that the established chain of command is adhered to.



Manage the collection, consolidation and communication of reporting and data on vendor contracts, performance, and risk to key stakeholders.

- 25% Provide leadership at the senior staff level by assisting management with developing and setting the strategic direction of the Gaming Management Section. Provide support and leadership to the GVM team by performing the most complex work assignments requiring innovative problem-solving where guidance is not readily available. Provide guidance to GVM analysts in the resolution of vendor product and service issues and assists management with the daily operational oversight. Establish and implement guidelines and standards for vendor interaction and relationship management. Serve as the staff level escalation point between the vendor organization and internal customers consuming vendor services and solutions. Establish and execute service management best practices for managing vendor service requests, incidents, problems, and changes. Establish formal, repeatable, and consistent service management processes with integration between vendor and lottery processes and procedures. Manage the implementation and maintenance of tools and processes for use in vendor management, including vendor tracking, analytics and performance management tools and processes. Facilitate resolution activities for major gaming system incidents and perform post incident analysis and vendor follow up on future preventive measures. Facilitate resolution of the most complex gaming system issues involving one or more impacted business areas. Make associated recommendations for either corrective or follow-up action. Prepare the more complex Financial Assessment memos and large financial penalties for review by Lottery Contract Manager.
- 25% Assist the IT Manager I in formulating strategy and policy by establishing and implementing vendor management principles, guidelines, standards, and procedures that ensure a comprehensive and consistent approach to vendor evaluation, management and oversight. These principles, guidelines and standards support oversight of the organization's largest IT vendor(s) and increase the transparency, accountability, and maturity of vendor management services to the organization. Establish and maintain vendor risk assessments and risk registers in cooperation with enterprise risk management, business continuity and security teams where applicable. Prepares communications related to vendor activities including vendor remediation plans, performance results, service level evaluations and other communications at the request of Lottery management. Lead continuous improvement efforts both internally and in collaboration with vendors and Lottery Program areas.
- 10% Lead small to large sized complexity projects and assignments within the Vendor management domain. Research published information technology (IT) standards, guidelines, and studies; reviews and responds to IT related Multi-State Lottery Association, federal, state, and legislative mandates, and audit report findings. Work closely with representatives from the Lottery, vendor partners, and other stakeholders to facilitate the delivery, maintenance, and operation of gaming program applications.



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 Senior Gaming Vendor Analyst will assist with the training of any new personnel for the unit.
- c. Supervision Exercised and Received: The Senior Gaming Vendor Analyst is under general direction of and receives most assignments from the Gaming Vendor Manager, Information Technology Manager I; direction and assignments may also come from the extended Information Technology Services Division (ITSD) management team.
- d. Personal Contacts: The Senior Gaming Vendor 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 Senior Gaming Vendor Analyst will work in a fast-paced environment, with competing priorities, and critical deliverables.

- a. Schedule: 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 may be required to carry a Lottery issued cell phone. This position may be 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:



Job Description

- b. Travel:
- c. Other:

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