



Classification: Information Technology Manager II

Working Title: Chief Technology Officer, Assistant Deputy Director

Position Number: 358-500-1406-001

Division/Unit: Information Technology Services Division / Technology Operations

Assigned Headquarters: Sacramento Headquarters

Position Eligible for Telework (Yes/No): Yes

Job Description Summary

Under administrative direction of the California State Lottery's (Lottery) Chief Information Officer (CIO) and Deputy Director of the Information Technology Services Division (ITSD), the Chief Technology Officer and Assistant Deputy Director is responsible for managing the Technology Operations (TechOps) Branch. TechOps is comprised of the following units: Infrastructure and Administration (Infrastructure); Operations Support (Ops Support); Network Engineering and Administration (Network); and Cybersecurity and Engineering (C&E). The Chief Technology Officer is responsible for managing the policy development, technical implementation, maintenance, and support of the California State Lottery's (Lottery) information technology (IT) systems and supporting infrastructure. The incumbent serves as a technology generalist and acts as a representative of the Lottery for internal and external contacts related to the maintenance and support of the Lottery's mission critical infrastructure and technical environments. The duties for this position include components from all six domains: Business Technology Management, Client Services, Information Security Engineering, Information Technology (IT) Project Management, Software Engineering, and System Engineering.

Job Description

Essential Functions

- 35% Provides overall management, strategic vision, leadership, and direct supervision to the subordinate managers over the Infrastructure and Administration; Operations Support; Network Engineering and Administration; and Cybersecurity and Engineering units. Establishes goals, objectives, and success criteria for staff and works with them to achieve these goals through active management of plans and schedules. Completes work with budgeted scope, timeframes, and costs. Provides a working environment that fosters productivity and job satisfaction of the staff.
- 20% Establishes, implements, and monitors policies and procedures by using knowledge of, and having access to, current and changing technology practices and trends gleaned from the private sector, local, other state departments, and state and federal government, and other state departments. Oversees the design, implementation, delivery, and ongoing maintenance and support of technology solutions that support the Lottery's business functions. Responsible for ensuring staff and resources are focused



adequately on coordinating activities as well as providing high quality services. Ensures the achievement of Lottery goals and objectives through strong integration with the use of technology in solving business problems.

- 20% Partners with the program areas, vendors, and ITSD management in response to customer requests to assist in developing project objectives and priorities, and to identify technologies that support the Department's business needs. Establishes relationships within the Division to collaborate and facilitate internal ITSD communication improve customer satisfaction and ensure service level agreements are met. Supervises and plans IT consulting activities ensuring all services and products are delivered as committed to, and customer needs are met. Plans long-range activities, ensuring the technology operations efforts remain on schedule and keeping upper management informed and apprised of changes, required to meet the needs of the Department. Provides leadership, direction, and guidance to resolve issues and minimize/ eliminate risks that will have an adverse effect on expected outcomes. Ensures that all Technology Operations (TechOps) supported systems, projects, and work processes/ activities follow industry standards and best practices and are in compliance with Lottery requirements by providing timely information, reports, and responses (e.g., statement of work, contract, contract amendments). Directs staff in the development, documentation, and maintenance of Lottery applications in accordance with the SDLC and accepted approved best practices and principles to solve and/ or recommend automated solutions to the most complex business problems.
- 10% Assists with strategic planning of future policy and direction setting of ITSD. Works with the ITSD Deputy Director and ITSD management team to define the strategy or direction of the division based on business needs and Lottery vision and direction. Makes strategic and informed decisions on allocating departmental resources to pursue this strategy. Advises the Deputy Director of ITSD and Lottery Senior Management on issues affecting ITSD and their potential operational impact. Provides guidance and support to Lottery Executive staff and their divisions to implement their short and long-range strategic plans. This work includes establishing priorities for IT-related projects and technology requests; oversees the management of IT projects sponsored by Lottery Executive staff.
- 10% 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.

Marginal Functions



- 5% 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. Acts as a backup to the Deputy Director of ITSD when designated. Performs special assignments and other job-related duties as required such as but not limited to: performing in a project manager capacity, developing/maintaining various documentation, performing advisory and consulting services, performing contract management activities, 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 consequence of error at the IT Manager II level may have statewide and enterprise-wide impacts. Consequences include lost revenues, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications. Consequences also include error in making decisions or giving advice that would have a serious detrimental effect on the operating efficiency of the undertaking or function.

- 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 Chief Technology Officer is responsible for providing leadership and strategic direction to a diverse team of multi-disciplinary staff of state and contracted employees. Participate as a member of the ITSD senior leadership team to establish and manage communication of the strategic vision for ITSD and the Lottery.

- c. **Supervision Exercised and Received:** The Chief Technology Officer is under general direction of and receives most assignments from the Deputy Director; direction and assignments may also come from the extended Information Technology Services Division (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.

- d. Personal Contacts: The Chief Technology Officer interacts with various levels of Lottery executives, managers, stakeholders, business areas, staff, vendors and consultant, and other state agencies.

Physical and Environmental Demands

Not Applicable.

Working Conditions and Requirements

The incumbent 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. 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.



Job Description

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:



Job Description

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

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