



**Classification: Information Technology Supervisor II**

**Working Title: Data, Information & Analytics Services (DIAS) Supervisor**

**Position Number: 358-516-1404-001**

**Division/Unit: ITSD/EPAS/DIAS**

**Assigned Headquarters: Sacramento HQ**

**Position Eligible for Telework (Yes/No): Yes**

### **Job Description Summary**

Under the general direction of the Data, Information & Analytics Services (DIAS) Manager, the DIAS Supervisor plans, organizes, and directs the work of the California State Lottery's DIAS staff. This position is responsible implementation and execution of the Lottery's complex Business Intelligence (BI) and data analytics platforms. As a supervisor, the responsibilities include maturing the DIAS program; developing staff and subject matter experts; defining and monitoring services and service level agreements; developing and influencing program metrics; establishing performance management standards to improve velocity, quality, and agility; and identifying, documenting, and improving processes and procedures. The incumbent establishes, implements, and enforces standards for analysis, design, development, and maintenance of the Lottery Data & Analytics platforms. 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**

#### **Essential Functions**

40% In a supervisory role, the incumbent is responsible for performing a variety of technical, analytical, and supervisory tasks and directly supervising information technology (IT) staff responsible for the most complex execution of the Lottery's business intelligence (BI) and analytics platform. The incumbent is responsible for maturing the Data, Information & Analytics Services program; developing staff and subject matter experts; monitoring and defining service levels, program metrics, and performance management standards to improve velocity, quality, and agility; and identifying, documenting, and improving processes and procedures. The incumbent helps establish, implement, and enforce standards for analysis, design, development, and maintenance of the Lottery's Data & Analytics platform. The incumbent plans, directs, prioritizes, and organizes the workload of Data Developers and Data Analysts to meet the organization's information and data needs. The incumbent is responsible for establishing priorities and developing high-level work plans and road maps to assist in scheduling critical



initiatives and activities. This includes documentation of processes and procedures, use of monitoring and control tools, and development of policies and procedures to ensure assignments are of the highest quality, completed on time, and successfully executed. Additionally, the incumbent participates in and oversees vendor selection, vendor management, and contract management; integration with various client servers, web systems, mainframe, and commercial-off-the-shelf (COTS) products; and the analysis of new advanced data analytics tools, services, and platforms to determine the benefit, feasibility, and the organizations technical and business readiness.

- 30% The incumbent assists with developing the Lottery business intelligence and analytics strategies, frameworks, and standards to ensure proper delivery of information assets (e.g., information dashboards, data extracts, data governance, master data management, and application database architectures) to support enterprise reporting and analytics to meet changing business needs. Effectively gathers, translates, and communicates complex technical concepts to all Lottery business areas and builds relationships with customers, peers, program managers, and users by leveraging strong meeting management skills and regularly disseminating information to key stakeholders. Ensures the development and enforcement of standards for metadata/master data management, data governance, and the development of procedures and data management policies to ensure the quality, integrity, consistency, accuracy, and control of Lottery data assets. Prepares budget estimates and guides the development of preliminary and formal budget requests for BI projects. Reviews changes to Service Level Agreements and project plans on an ongoing basis to meet project milestones. The incumbent works with all Lottery business areas and various governance bodies to establish and manage priorities and ensure service levels and customer satisfaction meets or exceeds expectations. Acts as the primary BI liaison to key stakeholders, internal/external customers, subject matter experts, and vendors specific to BI technical matters. Develops and maintains collaborative relationships with information technology vendors and external departments.
- 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. 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.

### **Marginal Functions**

- 5% 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 DIAS Supervisor 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 DIAS Supervisor provides overall management and control of the DIAS section, including project management functions, budgeting, and personnel activities.



- c. **Supervision Exercised and Received:** The DIAS Supervisor is under general direction of and receives most assignments from the Assistant Deputy Director or Unit Manager; 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.

The DIAS Supervisor directly manages IT Specialist I positions and is under the administrative direction of the DIAS Manager (Information Technology Manager I) and receives high-level guidance and leadership to meet Lottery's mission and business objectives.

- d. **Personal Contacts:** The DIAS Supervisor 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 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:**

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**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.

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**Supervisor Signature**

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**Printed Name**

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**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.

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**Employee Signature**

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**Printed Name**

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**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 Scratchers 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).