



**Classification: Information Technology Specialist II**

**Working Title: Senior Software Developer**

**Position Number: 358-529-1414-001**

**Division/Unit: Information Technology Services Division / Business Process Automation Services**

**Assigned Headquarters: Sacramento Headquarters**

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

### **Job Description Summary**

Under general direction of the Information Technology Services Division (ITSD) Business Process Automation Services (BPAS), Information Technology Manager I, the Senior Software Developer works in support of the California State Lottery's (Lottery) BPAS Unit. This includes the planning, development, implementation, maintenance, and support activities for the Lottery's enterprise information technology (IT) operations and software systems to meet critical business objectives. The duties for this position are focused in the Client Services, Software Engineering, IT Project Management, and System Engineering domains; however, work may be assigned in other domains as needed.

### **Job Description**

**45% (Essential)** Provides end-to-end product architecture, ensuring alignment with the overall product strategy and roadmap for the ServiceNow platform. Demonstrates expert technical knowledge, methodologies, and frameworks. Configures and customizes the ServiceNow platform, including workflows and user interfaces to tailor it to the organization's specific needs. Leverages scripting tools to seamlessly customize and configure business rules, client scripts, and server-side scripts, thereby expanding the platform's capabilities. Manages and supports the day-to-day ServiceNow core platform including, but not limited to, ITSM, Configuration Management Database (CMDB), Asset, and Discovery, assisting with Management, Instrumentation and Discovery (MID) server configuration, and supporting customers. Employs scripting tools adeptly to automate workflows, enhance user interfaces, and seamlessly integrate external APIs, facilitating smooth data exchange, data accuracy and cross-platform automation. Develops comprehensive test plans and deployment strategies for new services and features within ServiceNow. Performs the ongoing operational tasks needed to keep ServiceNow instances stable and healthy, including reviewing the Instance Security Center, logs, performance information for issues that need to be resolved, planning and execution for system patches, and upgrades to keep in sync with ServiceNow's releases. Enhances various modules in ServiceNow, including but not limited to Service Catalog, Service Portal, Incidents, Knowledge Base, HR, Health and Safety, Configuration Management Database and Reporting. Conducts thorough system and integration testing using sample and live data, as well as installs and tests vendor-provided updates and new releases. Effectively communicates ServiceNow processes, operations, and capabilities to all levels of management and stakeholders utilizing Change Management and communication templates. Manages update sets and promotes code through the environments into production following our change and communication processes. Performs various ServiceNow implementation tasks including but not limited to configuration, integration, custom programming, and maintenance. Regularly creates and maintains comprehensive system documentation for easy reference and knowledge sharing. Manages instance security including users, groups, roles, and access control lists. Oversees and facilitates project planning, design, and development sessions for ServiceNow, leading, mentoring, training, and collaborating with stakeholders and vendors to deliver robust technical solutions.



**25% (Essential)** Provides technical leadership to develop and implement the most complex IT solutions relating to the Lottery's Enterprise Software Portfolio. Plans, documents, develops, tests, implements, and supports solutions to complex technical solutions. Diagnoses and resolves enterprise issues promptly, effectively, and professionally. Participates in the technical implementation, maintenance, and enhancement of the Lottery's Commercial Off-The-Shelf (COTS) solutions and the development of standards and procedures for complex enterprise systems. Performs as a lead for ServiceNow implementation projects and has experience with agile project methodologies and development processes, identifying tasks and milestones, requirements gathering, accurately estimating timelines, and collaborating with stakeholders for duration of project. Provides guidance of projects to meet deadlines. and provides guidance to team members on best practices, policies, and procedures associated with the Lottery's enterprise software solutions. Responds to the more complex escalated Enterprise break/fix software issues by investigating and troubleshooting to resolve issues and close with a root cause analysis.

**25% (Essential)** Provides expert technical support and subject matter expertise to the Lottery's portfolio of enterprise software. Works closely and collaboratively with all Lottery entities and partners. Provides relevant feedback, recommendations, and work plans to management in support of overall health, efficiency, and optimal operational performance of enterprise software. Assists management in ensuring adherence to security mandates, requirements, policies, procedures, processes, product licensing, industry standards and best practices. Builds reports, dashboards, and other data exports to improve operational visibility for IT leadership and users. Provides scheduled and ad hoc reports to management to assist in ensuring policy and procedure compliance. Leads in the facilitation of technical meetings. Maintains up to date knowledge about technology standards, innovations, and industry best practices related to software administration.

**5% (Marginal)** Performs other job-related duties as assigned such as but are 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 for 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 Software Developer will assist with the training of any new personnel for the unit.
- c. **Supervision Exercised and Received:** The Senior Software Developer is under general direction of and receives most assignments from the BPAS Information Technology Manager I; direction and assignments may also come from the extended ITSD management team. This position does not supervise others.
- d. **Personal Contacts:** The Senior Software Developer 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 Software Developer will work in a fast-paced environment, with competing priorities, and critical deliverables.

- a. **Schedule:** This position supports the Lottery during normal business hours from 8:00 a.m. to 5:00 p.m. unless otherwise approved by the unit manager. 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 required to carry a Lottery issued cell phone. This position is required to be reachable outside of normal business hours.

**Effective Date:** **TBD**

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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 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

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- b. Travel:
- c. Other:

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