



**Classification: Information Technology Supervisor II**

**Working Title: Network Services Supervisor**

**Position Number: 358-539-1404-001**

**Division/Unit: Information Technology Services Division / Network 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), Network Services Information Technology (IT) Manager I, the Network Services Supervisor provides technical support, consulting, and is fluent in activities related to voice, data, and video communications within the California State Lottery (Lottery). The Network Services Supervisor will plan, organize, and direct the activities of staff in supporting the Lottery's networking infrastructure which include Cloud, Local Area Network (LAN), and Wide Area Network (WAN). Sets IT processes and standards; formulates future long-range vision and objectives; aligns, reviews implementation, and ensures conformance of the Unit with organizational policies and 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**

**40% (Essential)** Plans, organizes, directs, monitors, and controls the activities of the Network Services team. These activities include but are not limited to the analysis, design, acquisition, installation, configuration, test, implementation, and maintenance of the IT infrastructure consisting of Cloud, Local Area Network (LAN), and Wide Area Network (WAN). This will also include customer support for all Lottery employees, for all networking issues. Ensures the very complex and highly critical networking systems operate in an effective and efficient manner. Manages the hardware and software systems for all networking appliances which encompasses the interconnectivity of all Lottery managed voice and data networks and services. Maintains knowledge in support of Lottery services such as Remote Access, System Management, Network Firewall protection, Gateways, Cloud, local and wide area network connectivity which includes Lottery's District Offices and Warehouse Distribution Centers.

**25% (Essential)** Provides solutions architecture and network analysis for the Lottery's network-based Cloud and LAN/WAN projects. Coordinates all Tier 3 support efforts with the network staff to resolve the most complex technical problems and issues that occur with the Lottery's network framework. Sponsors and promotes best practices for both existing systems as well as new network operating system level software products to ensure they effectively operate within the Lottery's network infrastructure. Creates models to predict network capacity and performance for any new applications and configurations. Maintains up to date knowledge about technology standards, innovations, and industry best practices related to network management. Establishes, implements, and enforces standards for the Lottery's networking infrastructure.



**20% (Essential)** 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.

**10% (Essential)** 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.

**5% (Marginal)** 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 for delivering high-quality technology services and solutions that enable the business to achieve its goals and objectives. With over 1,000 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.

The Network Services 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 Network Services Supervisor position supports ITSD's network infrastructure. The consequence of error includes adverse impact to critical services and operations, reduced resiliency of network components, and the potential of reduced revenues should services be disrupted.



- b. **Administrative Responsibility:** The Network Services Supervisor exercises good judgment in making decisions affecting the division. 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.
- c. **Supervision Exercised and Received:** The Network Services Supervisor is under general direction of and receives most assignments from the Network Services IT Manager I; direction and assignments may also come from the extended ITSD management team.

The Network Services Supervisor 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 Network Services Supervisor interacts with various levels of Lottery executives, managers, stakeholders, business areas, staff, vendors and consultants, and other state agencies.

### Physical and Environmental Demands

The Network Services Supervisor may be required to lift and move PC, networking, and related equipment (which can weigh 30 pounds or more) using a wheeled cart.

### Working Conditions and Requirements

The Network Services Supervisor 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. unless otherwise approved by the unit manager. Weekends, long and/or irregular work 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.

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**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**