



Classification: Information Technology Specialist II

Working Title: Senior Software Developer & Administrator

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 & Administrator 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.

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35% (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



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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.

20% (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.

15% (Essential) Provides peer-to-peer Quality Assurance support to developers on the team by performing code walkthroughs, test case review, and peer coding. Performs load and performance testing. Validates request/incident workflows. Validates and tests business rules. Reviews and validates role-based access.

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



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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:** The Senior Software Developer & Administrator will assist with the training of any new personnel for the unit.
- c. **Supervision Exercised and Received:** The Senior Software Developer & Administrator is under general direction of and receives most assignments from the BPAS Information Technology Manager I; however, 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 & Administrator 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 & Administrator 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**

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