



Job Description

Classification: Information Technology Specialist I

Working Title: Software Developer & Administrator

Position Number: 358-529-1402-001

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 direction of the Information Technology Services Division (ITSD) Business Process Automation Services (BPAS), Information Technology Manager I, the 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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30% (Essential) Plans, documents, develops, tests, implements, maintains, and supports complex IT solutions within the Lottery's portfolio of enterprise software. Diagnoses and resolves enterprise software issues promptly, effectively, and professionally. Develops automated solutions for critical Lottery software deployment projects, and information security and patching initiatives. Provides technical implementation, maintenance, and enhancement support for the Lottery's Commercial Off-The-Shelf (COTS) solutions and the support of the development of standards and procedures for complex enterprise systems. Follows best practices, policies, and procedures associated with the Lottery's enterprise software solutions. Maintains all enterprise software documentation and makes configuration changes to ensure enterprise software is performing optimally. Ensures that enterprise software conforms and adheres to Lottery security roles and regulations to ensure data integrity. Responsible for planning, coordinating, and communicating system maintenance related activities within the ITSD and to the Enterprise.

25% (Essential) Configures and customizes the Lottery's ServiceNow platform including workflows. Uses scripting tools and ServiceNow functionality to create scripts to automate ServiceNow tasks. Performs day-to-day support, administration, and maintenance. Loads, manipulates, and maintains data between ServiceNow and other systems. Develops test plans and deployment strategies for the implementation of new services within ServiceNow. Configures and enhances ServiceNow including but not limited to Service Catalog, Service Portal, Incidents, Knowledge Base, and Reporting. Performs system and integration testing with sample and live data. Performs installation and testing of vendor-provided updates and new releases. Effectively communicates ServiceNow processes, operations, and capability information to all levels of management. Performs ServiceNow implementation tasks including but not limited to: configuration, integration, custom programming, and maintenance. Creates and maintains system documentation. Supports the Information Technology Service Management (ITSM) processes and functions which adheres to the Information Technology Infrastructure



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Library (ITIL) including, Incident Management, Request Management, Problem Management, and Knowledge Management.

25% (Essential) Provides expert technical support and subject matter expertise to support the IT Service Management practice and assist other units and/or Divisions with the automation of business processes. 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, and 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 quality assurance support to team efforts including test planning and strategy. Creates and manages test plans and test cases. Leads and directs user acceptance testing as needed. Provides peer reviews and feedback on user stories, business requirements, and other project documentation. Identifies, documents and tracks system defects.

5% (Marginal) Performs other job-related duties as assigned such as but 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:** The Software Developer & Administrator will assist with the training of any new personnel for the unit.



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- c. **Supervision Exercised and Received:** The Software Developer & Administrator is under 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 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 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.

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
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EMPLOYEE’S STATEMENT:



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- 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