



Job Description

Classification: Information Technology Specialist II

Working Title: Senior Product Analyst

Position Number: 358-523-1414-XXX (Limited Term)

Division/Unit: Information Technology Services Division / Web & Mobile 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) Web & Mobile Services (WMS) Manager (Information Technology Manager I), the Senior Product Analyst serves as a lead for the California State Lottery's (Lottery) public website and related digital technology initiatives. The incumbent is responsible for strategic planning, governance, administration, and continuous improvement of the website to ensure that technology solutions effectively support business operations, digital service delivery, accessibility, security, and organizational objectives. The duties for this position are focused in the Business Technology Management and IT Project Management domains; however, work may be assigned in other domains as needed.

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40% (Essential) Leads the evaluation of current and emerging technologies to support Lottery's digital strategy and long-term technology roadmap. Responsibilities include supporting technology modernization initiatives, governance, risk management, and organizational change management to ensure technology solutions remain secure, scalable, compliant with State accessibility and security standards, and responsive to evolving business needs. Collaborates with business stakeholders, Procurement, Legal, vendors, and technical teams to establish strategic priorities, technology roadmaps, governance models, and implementation approaches. Conducts business process analysis to identify operational improvements, technology gaps, risks, and opportunities to improve digital services. Develops business cases, feasibility analyses, functional requirements, and technology recommendations that align with organizational goals and enterprise architecture. Supports IT procurements by developing Statement of Works (SOWs), technical specifications, evaluation criteria, procurement documentation, and vendor response materials. Participates in vendor demonstrations, evaluates proposed technology solutions, performs comparative product analyses, and recommends technology solutions that align with business objectives, accessibility requirements, security standards, scalability, and long-term sustainability.

25% (Essential) Leads the analysis, strategic planning, governance, and continuous improvement of the public website and related digital technology initiatives to ensure it supports the Lottery's business objectives and digital strategy. Collaborates with business stakeholders, content authors, technical teams, and external vendors to identify business needs, evaluate enhancement requests, and resolve complex business issues. Reviews and validates vendor deliverables to ensure alignment with approved business requirements and acceptance criteria. Coordinates and facilitates user acceptance testing (UAT), obtains stakeholder approval, and recommends acceptance of completed vendor deliverables. Evaluates product performance, user feedback, and business needs to identify opportunities for continuous improvement. Oversees the planning, implementation, enhancement, and lifecycle management of the Lottery's public website and related digital platforms while serving as a primary liaison between business stakeholders, procurement, legal, vendors, and technical teams.



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20% (Essential) Provides project management support for digital technology initiatives by coordinating project activities, monitoring schedules and deliverables, identifying and mitigating project risks, facilitating communication among stakeholders, and supporting organizational change management to ensure successful project outcomes. Collaborates with business stakeholders, technical teams, Procurement, Legal, and vendors to gather and validate business requirements, prioritize initiatives, resolve project issues, and ensure alignment with organizational objectives. Reviews change requests and makes recommendations regarding technical and operational feasibility. Serves as the primary liaison between business and technical teams to promote effective communication, stakeholder engagement, and successful delivery of technology solutions.

10% (Essential) Provides information technology technical services and support for applications. Provides back-up support to other team members in their absence. Maintains detailed knowledge of the application systems to address questions and troubleshoot as necessary. Works independently or with minimal guidance when necessary to identify and develop detailed software/system requirements and change requests. Maintains documentation on all assignments. Champions and exercises continuous improvement while leveraging industry best practices. Maintains and upgrades technical skills and awareness of current best business practices based on research as it applies to departmental and statewide financial management processes and systems to support continual service improvement.

5% (Marginal) Performs other job-related duties as assigned such as but not limited to: developing/maintaining various documentation, acting as a project lead, assisting with the training for any new personnel for the unit, 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 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 Senior Product Analyst will make decisions that directly impacts the Lottery's ability to provide quality, reliable mobile applications to our customers. Failure to properly administer duties using good judgment, logic, and discretion may result in system degradation and outages that affects a broad range of State services to the public.



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- b. **Administrative Responsibility** None.
- c. **Supervision Exercised and Received:** The Senior Product Analyst is under general direction of and receives most assignments from the Web and Mobile Services Manager (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 Product Analyst 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 Product Analyst 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 may be required to carry a Lottery-issued cell phone. This position may be required to be reachable outside of normal business hours.

Effective Date:

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