

**DEPARTMENT OF JUSTICE
DIVISION OF LAW ENFORCEMENT
BUREAU OF GAMBLING CONTROL
LICENSING BRANCH**

JOB TITLE: Analyst II (AN II)

STATEMENT OF DUTIES: The Analyst II (AN II) will serve as subject matter experts and the administrative lead for both internal and external users of the new BGC licensing system. They are responsible for conducting training sessions for new users and acting as Business Administrators to oversee, update, and support all system accounts, user profiles, documents, and system-related files. Additionally, the AN II will provide Level 1 support for users encountering issues with the implemented solution and participate in triage meetings with DOJ Technical Support to address Level 2 and 3 incidents. Furthermore, the AN II will participate in review sessions for system upgrades or patches, including quarterly patches and configuration updates during the Maintenance & Operations (M&O) phase, and engage in DOJ training.

SUPERVISION RECEIVED: Under the general direction of a Supervisor II

SUPERVISION EXERCISED: None

TYPICAL PHYSICAL DEMANDS: Ability to lift 20 pounds, lifting, bending.

TYPICAL WORKING CONDITIONS: Cubicle workstation in a smoke free environment when physically in the office.

EXAMPLES OF DUTIES:

ESSENTIAL FUNCTIONS

- 35% Serve as the subject matter expert and administrative lead for the Gambling Licensing System for internal and external users. Conduct research to determine existing system functionality business requirements to ensure consistency among processes. Identify issues or inconsistencies and provide solutions. Maintain and update business rules, processes, workflows, and requirements. Provide training for new users. Create and maintain job aids for internal and external users. Create and maintain statistical reports and templates.
- 30% Serve as the Business Administrators to maintain, update, and support all system accounts, users, documents, and system related files. Provide level 1 assistance to internal and external users experiencing problems with the implemented solution.
- 15% Participate in triage meetings with DOJ Technical Support for Level 2 and 3 incidents.

- 10% Participate in review sessions of upgrades, patches, and new configurations to be applied to the system.
- 5% Conduct legislative analysis to identify impacts to the implemented solution and resources necessary to meet the legislative mandates.
- 5% Participate in DOJ trainings and assist with special projects and other duties as necessary.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee Signature Date

Supervisor Signature Date