

CA State Lottery DUTY STATEMENT

(New/Revised 12/2020)

PROPOSED

CURRENT

	EFFECTIVE DATE
DIVISION/UNIT Executive/Enterprise Project Management Office	POSITION NUMBER (Agency – Unit – Class – Serial) 358 - 110 - 1405 - 002
WORK LOCATION Sacramento HQ	CLASS TITLE Information Technology Manager I
INCUMBENT NAME Mary Borden	WORKING TITLE Enterprise Project Management Office Manager

The Lottery is dedicated to implement the public’s mandate to maximize supplemental funding for public education through the responsible sale of lottery products.”

Brief Job Description:

Under the general administrative direction of the Enterprise Risk and Optimization Section Manager (Information Technology Manager II), the Enterprise Project Management Office (EPMO) Manager (Information Technology Manager I) is responsible for planning, organizing, and directing the work of the California State Lottery (Lottery) EPMO. Sets project management processes and standards; formulates future long-range vision and objectives; aligns, reviews implementation, and ensures conformance of the Office with organizational policies and objectives. Drives the EPMO strategic oversight, administration, and collaboration with the organization’s executives, business and information technology stakeholders to provide enterprise-wide guidance, governance, standardized processes, and project portfolio management frameworks, best practices, tools, and techniques. The duties for this position are focused in the Business Technology Management and Information Management Technology Project Management domains; however, work may be assigned in other domains as needed.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned. MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.
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35%	<p>ESSENTIAL FUNCTIONS</p> <p>The incumbent is responsible for managing the EPMO and for the supervision of multi-functional Information Technology Specialist (ITS I and II) Project Managers and vendor teams. Leads, manages, and maintains the Lottery’s Enterprise Project Portfolio. Defines the overall strategies to meet program and project-specific deliverables and requirements that map to the success of the business overall, as well as align all project, program, and portfolio activities with enterprise-wide strategic objectives. Provides direction and guidance for the development and maturity of the enterprise project management program, critical review and feedback regarding policy and legislation analysis and recommendations. Defines strategies for improving operational processes, including metrics to evaluate the velocity, quality, and timeliness to mature project management and project release cycles.</p> <p>Directs the centralized management of the processes, methods, and technologies used by project management resources and staff. Oversees the development of project plans and artifacts, project scope and budgets, business objectives, success criteria, assumptions, constraints, and dependencies. Identifies and defines project management frameworks, platforms, tools, and processes to determine the optimal approach for delivering projects that best achieve the department’s operational, technical, and financial goals. At an oversight level, manages projects through conceptualization, initiation, planning, executing, monitoring, controlling, and close out phases. Organizes and plans matrixed enterprise project structures, identifies required resources, and obtains staffing commitments from enterprise business and technical managers and stakeholders.</p>
30%	<p>In a management capacity the incumbent is responsible for formulating a common language for project managers, functional leaders, vendors, and other stakeholders that facilitates effective communication and ensures expectations are fully understood, agreed upon, and buy-in is attained throughout the enterprise. Leads critical enterprise project meetings, conducts program/project steering committee meetings, and facilitates planning sessions and workshops as needed to determine and/or resolve project issues, risks, and decisions. Participates in the Lottery’s yearly enterprise business planning cycle.</p> <p>Evaluates proposed and in-flight projects and provides guidance to stakeholders, functional managers and staff to understand the scope, schedule and resources required. Develop and provide enterprise project portfolio updates, presentations, and reports to various department governance bodies, leadership, business and technical directors, and project stakeholders. Establish the appropriate levels of visibility to increase agility and accountability when adapting to initiatives or changes across the organization. Champion business transformation. Conduct regular program reviews to ensure organizational compliance. Establish and communicate key performance indicators for measuring project performance that foster quality products in the development and implementation of Business and IT services.</p>
15%	<p>The incumbent is responsible for coordinating the department’s business and strategic requirements with technology solutions and projects. Develop and maintain an Enterprise Project Portfolio, roadmap, and associated reports to continually help the organization, executives, and stakeholders align and prioritize all projects. Effectively manage change and ensure that the portfolio is continually populated with the department’s highest-value and most critical efforts. Define and mature portfolio evaluation criteria and key performance indicators (KPI) to implement and track measurable performance and reportable parameters. Develop and maintain risk evaluation criteria and continually assess the risk and enterprise project portfolio management strategy that provides an organization-wide visibility and bandwidth to adequately manage portfolio demand and capacity to avoid redundant efforts, understand resource availability, and holistically understand the maintenance and operations baseline to accurately forecast future project capacity for critical business needs and technology strategy. Maintain and improve a portfolio-driven approach to update actuals and current estimates, including cost, effort, and milestone progress on a frequent bases to provide executives, stakeholders, and business partners project visibility, including business value, alignment, and/or impacts on both the organizational strategic plan and the investment portfolio.</p>
15%	<p>The incumbent is responsible for staff professional and program development through training, education, enhancing cross-departmental collaboration, job shadowing, and providing diverse assignment opportunities. Building a team of highly motivated and customer focused professionals; developing sustainable hiring, promotional, and retention strategies; fostering a highly innovative culture focused on delivering customer value; promoting and maintaining a positive and collaborative work environment.</p>

5%	<p>MARGINAL FUNCTIONS</p> <p>The incumbent prepares various reports and/or correspondence regarding the status of projects, responses to inquiries, or other materials necessary for management and prepare personnel documents necessary in the recruitment, training, and evaluation of staff. Participates, as needed, in ad-hoc committees, work groups, and projects. Performs special assignments and other job-related duties as required.</p>
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SUPERVISION RECEIVED:
 The incumbent is under administrative direction of the Executive Division’s Enterprise Risk and Optimization Section Manager and receives high-level guidance and leadership to meet Lottery’s mission and business objectives but is generally self-directed.

SUPERVISION EXERCISED:
 The incumbent directly manages and oversees professional staff including four (4) Information Technology Specialist II (IT Spec II) and two (2) Information Technology Specialist I (IT Spec I).

TYPICAL PHYSICAL DEMANDS:
 None

TYPICAL WORKING CONDITIONS:
 Work in fast paced environment with frequent changes to priorities.

PERSONAL CONTACTS:
 The incumbent interacts with various levels of Lottery executives, managers, stakeholders, business areas, staff, gaming vendors and consultants, and other state agencies.

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 to otherwise balance the workload.

To be reviewed and signed by the supervisor and employee:		
SUPERVISOR’S STATEMENT:		
<ul style="list-style-type: none"> • I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE • I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT 		
SUPERVISOR’S NAME (Print)	SUPERVISOR’S SIGNATURE	DATE SIGNED
EMPLOYEE’S STATEMENT:		
<ul style="list-style-type: none"> • 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’S NAME (Print)	EMPLOYEE’S SIGNATURE	DATE SIGNED

CA State Lottery

Duty Statement Instructions

(New/Revised: 12/2020)

Effective Date: Enter effective date of duty statement. This date reflects the date the duty statement was created, updated, or reviewed for continued accuracy of tasks.

Division/Unit: Enter the Division/Unit name where the position resides in the Lottery organization.

Position Number: Enter the full position number assigned as shown on the department's organization chart (e.g., Agency: 358, Unit: 031, Class: 5157 (SSA), Serial: 001: [358-031-5157-001]).

Work Location: Enter the physical location where the employee will work (e.g., Sacramento Headquarters, Fresno District Office (Fresno DO), Northern Distribution Center, etc.).

Class Title: Enter the legal class title of the position (e.g., Office Technician (Typing), Staff Services Analyst, District Sales Representative, etc.)

Incumbent Name: Employee's full name.

Working Title: Enter the working title of the position, if different from the legal class title.

Brief Job Description: Enter a brief description of duties to be performed such as: Under the supervision of the Staff Services Manager I the incumbent is responsible for *ADD A BRIEF SUMMARY OF DUTIES*.

NOTE: To determine the level of supervision received (e.g., under direct supervision, direction, etc.), refer to the class specification or contact your C&P analyst.

Percentage of Time Performing Duties: Enter the percentage of time the incumbent will spend performing each group of essential and marginal functions. NOTE: Percentages must be in descending order with largest percentage of duties at the top. Percentages should be no more than 45% and in descending order. Total of all percentages cannot exceed 100%.

Essential Functions: These duties are why the position exists. The employee must be able to perform the essential duties of the position with or without a reasonable accommodation. Ensure duties assigned to the position are appropriate for the classification and group similar tasks together. Explain **WHAT** the task or duty is to be performed, **WHY** the task is being performed, **WHAT GOAL** is being achieved, and **WHERE/WHEN** is the task done if relevant to the working conditions of the job.

- Example: Meet with retailers (**WHAT**) monthly in the field at the retailer's place of business (**WHERE/WHEN**) to determine Lottery Scratchers needs (**WHY**) and ensure supply/demand needs are met (**WHAT GOAL**)

NOTE: Spell out acronyms. Typically, acronyms are created by a department for division/unit names or other words that are used frequently within the department. These acronyms are not well known throughout all departments within the State of CA or to the general public. Job applicants and/or new employees will not be familiar with these acronyms or understand their meaning, therefore, acronyms should be spelled out in duty statements (and Job Bulletins).

Marginal Functions (Second Page): These are additional duties that are incidental or a minimum part of the job. These duties can be redistributed among other staff. Additionally, if you list 'Other duties as assigned', you must indicate what the other duties might entail (e.g., Other duties as assigned such as assisting other staff as needed, or assist with special projects as assigned, etc.) This percentage must be included in the total of all percentages which cannot exceed 100%.

Position Number: Enter the full position number assigned as shown on the department's organization chart (e.g., Agency: 358, Unit: 031, Class: 5157 (SSA), Serial: 001: 358-031-5157-001).

Supervision Received: List the classification and/or title of the person this position receives supervision from (e.g., The *Staff Services Analyst* receives supervision from the *Revenue Collections Manager, Staff Services Manager I*).

Supervision Exercised: Enter classifications supervised by incumbents (e.g., None if they do not supervise, or Provides supervision to subordinate manager and analytical staff, etc.)

Typical Physical Demands: Enter the physical characteristics/surroundings of the job that make specific demands of an employee's capacity. These may describe physical requirements to perform the essential functions of the job. (e.g., lifting 50lbs or more) Additionally, verbs such as walk, talk, see, hear, etc., should not be included as they are not ADA compliant.

Typical Working Conditions: Enter the working conditions/working environment. This covers such matters as: travel, working time, OT the organization of work and work activities. (e.g., Occasional overnight travel (10%), work in a high-rise building, work in a fast-paced environment, etc.)

Personal Contacts: Enter contacts the incumbent will frequently have (e.g., public, other state offices, control agencies, Governor's offices, other State's, etc.).

Supervisor's Name, Signature, & Date: Supervisor enters name, signature, & date acknowledging they discussed the duties and responsibilities of the position with the employee.

Employee's Name, Signature, & Date: Employee enters name, signature, & date acknowledging duties were discussed with the supervisor, they are able to perform the essential functions listed in the duty statement with or without reasonable accommodation, and they may be asked to perform other duties as assigned within current classification including work in other functional areas as business needs require.