



Classification: Information Technology Manager I

Working Title: IT Strategy, Policy, and Business Services Manager

Position Number: 358-522-1405-001

Division/Unit: Information Technology Services Division, IT Strategy, Policy, and Business Services Unit

Assigned Headquarters: Sacramento Headquarters

Position Eligible for Telework (Yes/No): Yes

Job Description Summary

Under general direction of the Chief Innovation Officer (Information Technology Manager II), the incumbent is responsible for planning, organizing, and directing the work of the California State Lottery (Lottery) IT Strategy, Policy, & Business Services Unit that is comprised of multi-disciplined and complex areas of responsibility encompassing three main IT domains: Business Technology Management, Information Technology Project Management, and Client Services. However, work may be assigned in other domains as needed.

Job Description

Essential Functions

25% In a managerial role the incumbent is responsible for providing strategic direction, guidance, technical expertise, and decision-making to the IT Strategy, Policy, & Business Services Unit. Supervises technical specialists who provide IT Consulting services in support of the Department's IT disciplines IT Contracting & Acquisitions; IT Budget & Cost Management Services; IT Strategy, Policy, Audits, & Intake; and IT Business & Configuration Services including IT Procurement/Purchasing, IT Asset Management & Configuration, and IT Administration and Personnel Services. Supervises and plans IT consulting activities ensuring all services and products are delivered as committed to, and customer needs are met. The incumbent plans long range activities, ensuring the consulting efforts remain on schedule and keeping upper management informed and apprised of changes required to meet the needs of the department. Plans, directs, prioritizes, and monitors day-to-day operational activities. Guides, mentors and trains staff on-the-job to perform complex assignments. Ensures assignments are in line with agreed upon customer commitments and are completed in a timely manner. Develops, directs, and maintains the Lottery's information technology (IT) strategies, policies, contracting, acquisitions, budget and cost management services, configuration and asset management, business management services, IT audits and legislation services, and IT contracts, procurements, and intake process. Establishes program vision, goals, and objectives to accomplish the IT Services Division (ITSD) goals and objectives. Provides direction and guidance for the development and maturity of ITSD strategic plans, new IT policies, legislation analysis, critical review, feedback, and executive management recommendations. Supports internal and external Lottery customers, business area, IT managers, and stakeholders.



Job Description

- 20% Consults and coordinates with customers, project staff and other technical experts from other the Lottery as well as internal and external stakeholders to provide complex IT Consulting Services. This includes, but is not limited to, developing IT procurements/solicitations including developing complex and technical statements of work (SOWs); performing legislative analyses; coordinating IT audits and the collection of IT data requests; developing and implementing Corrective Action Plans (CAPs); developing, implementing, and maintaining IT policies, standards, and guidelines; coordinating with the Information Security Office (ISO) for the development of ISO policies; managing the IT work intake process including ITSD project and portfolio management; provides direction and oversight for the development and management of the IT baseline budget; developing IT budget and cost management reports and providing resource alternatives and fiscal strategies to support ITSD's business needs and long-term goals; performing vendor/contract management on non-gaming vendor contracts; providing direction and oversight for the development, management and governance of the IT Asset Management functions for the Lottery enterprise; ensuring compliance with personnel policies, laws, rules, standard practices, and procedures regarding ITSD's personal services administration; implementing and executing the Lottery's IT Acquisition Plan (ITAP) to procure IT hardware and software as needed to support the enterprise.
- 20% Establishes and regularly reviews goals, objectives, budget and staffing for the Unit Identifies appropriate staffing for new development and ongoing staffing. Determines external assistance required for implementation of work plans and develops appropriate procurement vehicles to obtain required assistance. Monitors and manages vendor contracts as required. Provides direction and oversight for all processes across the lines of business to ensure standardization and consistency. The incumbent regularly interacts with individuals at all levels in and out of the enterprise, resolves the most complex issues and makes oral/written presentations. Provides direction and support to subordinate managers and staff to establish processes, procedures, and partnerships that foster quality services to other Divisions within the Department. Establishes and maintains good communication with management, staff, and customers. Establishes relationships within the Department to collaborate and facilitate internal ITSD communication, improve customer satisfaction, and ensure service level agreements are met. Actively participates in workgroups, including management teamwork groups, as scheduled. Presents information to Department executives, outside agencies and others as needed. Ensures appropriate resources are identified and procured to ensure projects and assignments are completed on time and within the appropriate budget.
- 20% Regularly meets with staff, and monitors, evaluates, documents, and reports on staff activities and project status to ensure the highest level of performance in meeting staff performance and workload service level objectives/agreements. Recommends, develops, proposes, and plans high-level sensitive projects or studies. Identifies issues and takes appropriate action. Develops staff and carries out Department and Division succession plan strategies. Completes training plans, probation reports, and other personnel-related products in a timely manner. The incumbent is responsible for staff and subject matter experts professional and program development through professional training, education, enhancing cross-departmental collaboration, job shadowing, and providing diverse assignment opportunities. Builds a team of highly motivated and high-performing professionals; develops sustainable hiring, promotional, and retention strategies; fosters a highly innovative culture focused on delivering customer value; promotes and maintains a positive and collaborative work environment.
- 10% Establishes and maintains collaborative relationships as an effective liaison with all levels of the Lottery management team and staff, other state and public agencies, and established Lottery vendor community.
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Marginal Functions

- 5% Other job-related duties as assigned such as but are not limited to: performing in a project lead capacity, developing/maintaining various documentation, performing advisory and consulting services, etc. Serves as an advisor on key governance bodies; and participates, as needed, in ad-hoc committees, work groups, and projects.

Scope and Impact

- a. **Consequence of Error:** ITSD is responsible 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.
- b. **Administrative Responsibility:** Provides strategic as well as day-to-day management responsibilities. Responsible for all aspects of workforce development, succession planning, and performance management including, but not limited to: recruiting, hiring, retaining, workforce development, succession planning, training/cross-training, knowledge transfer, mentoring, coaching, progressive discipline, corrective action, onboarding/offboarding, employee engagement, and ensuring and maintaining a positive and diverse workforce composition in ITSD.
- c. **Supervision Exercised and Received:** The IT Strategy, Policy, and Business Services Manager is under general direction of and receives most assignments from the Information Technology Manager II; direction and assignments may also come from the extended Information Technology Services Division (ITSD) management team.

The incumbent is responsible for planning, organizing, and directing the vision of the program and work of subordinate staff. The incumbent must also have knowledge of effective principles of supervision, leadership, and progressive discipline process and procedures.

- d. **Personal Contacts:** The IT Strategy, Policy, and Business Services Manager interacts with various levels of Lottery executives, managers, stakeholders, business areas, staff, vendors and consultant, and other state agencies.

Physical and Environmental Demands

Not Applicable.



Working Conditions and Requirements

The incumbent will work in a fast-paced environment, with competing priorities, and critical deliverables.

- a. **Schedule:** This position has work hours from 8:00 a.m. to 5:00 p.m. 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 also required to carry a Lottery issued cell phone. This position is 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.

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



Duty Statement Instructions (Rev. 04/2023)

NOTE: After inserting the text/information into the duty statement, remove all “Insert Text” or “Insert Text to describe the following” prompts.

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

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

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]).

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

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

Position Eligible for Telework (Yes/No):

Job Description Summary: Briefly describe the overall purpose of the position, the degree of supervision received, and any supervision exercised. Should not exceed 4 sentences. Example: Under the supervision of the Staff Services Manager I, the incumbent is responsible for ...**ADD THE SUMMARY OF DUTIES TO BE PERFORMED.**

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, Examinations Analyst.

Job Description: This will consist of ‘Essential (E)’ duties and ‘Marginal (M)’ duties (if applicable). Enter the percentage of time the incumbent will spend performing each group of essential and marginal functions (Example: A duty that is regarded as 5% is equivalent to approximately 2 hours of work per week OR 8 hours (one day) of work per month). **NOTE:** Percentages must be in descending order with the largest percentage of duties at the top. Percentages must not be less than 5% of time. Total of all percentages must equal 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 the 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 **WHAT GOAL** is being achieved, and **WHERE/WHEN** is the task done if relevant to the working conditions of the job.
- Example: **WHAT:** Meet with retailers **WHERE/WHEN:** monthly in the field at the retailer’s place of business **WHY:** to determine Lottery Scratcher needs **WHAT GOAL:** and ensure supply/demand needs are met.

NOTE: Spell out acronyms. Typically, acronyms are created by a department for division/unit names or other works that are used frequently within the department. These acronyms are not well known throughout all departments within the State of CA or the 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 – 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 assigned such as assisting other staff as needed, or assist with special projects as assigned, etc.) This percentage must be included in all percentages which in total cannot exceed 100%. **NOTE:** Marginal Functions should be no more than 5%.

Scope and Impact: Describe the following:

- a. Consequences of Error: (Describe consequences to the department, division, etc., if the person did not perform the duties of the position.)
- b. Administrative Responsibility: (Describe incumbent’s role, such as activities related to personnel, training, business operations, etc.)
- c. Supervision Exercised and Received: (Describe position that supervises the incumbent and classifications the incumbent supervises, or if not a supervisory classification, add ‘This position does not supervise others.’)
- d. Internal Personal Contacts: (List frequent internal contacts to perform their duties such as, executive staff, Lottery managers and supervisors, other Lottery division staff, etc.)

Physical and Environmental Demands: (Describe the physical environment of the main work location

Working Conditions and Requirements: Describe the following:



Job Description

- a. Schedule:
- b. Travel:
- c. Other:

Effective Date: Enter the effective date of the duty statement (employee appointment date).