



**Classification: Information Technology Supervisor II**

**Working Title: Gaming Vendor Management Supervisor**

**Position Number: 358-517-1404-001**

**Division/Unit: Information Technology Services Division/ Gaming Vendor Management**

**Assigned Headquarters: Sacramento Headquarters**

**Position Eligible for Telework (Yes/No): Yes**

### **Job Description Summary**

Under the general supervision of the Gaming Management Manager (Information Technology Manager I), the incumbent plans, organizes, and directs the work of highly skilled technical staff and performs complex, technical and/or sensitive work. The duties for this position are focused on the Business Technology Management (IT) Project Management, and Systems Engineering domains; however, work may be assigned in other domains as needed.

### **Job Description**

- 35% In a supervisory role, the incumbent is responsible for performing a variety of progressively technical, analytical, or supervisory tasks directly supervising IT staff. Promotes an environment that promotes the job satisfaction and productivity of staff. Creates professional development plans and strategies to provide training, mentoring, coaching, and opportunities that promote staff growth and development. Directs staff responsible for providing operational oversight of the Lottery gaming system including day-to-day service management and technical oversight of gaming system projects and releases. The incumbent contributes to and participates in establishing structure, functional roles and responsibilities for Gaming Vendor Management staff. Collaborates with internal stakeholders including IT and business resources to develop best practices for Gaming Vendor Management, gaming services, and technical oversight. Serves as the point of contact for service management and customer support between external vendors, Lottery management, and stakeholders consuming gaming services and solutions. 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; escalates vendor issues and/or disputes and facilitates issues to resolution.
- 30% The supervisor contributes to the measurement, documentation, and reporting of gaming vendor performance, including vendor service level management, financial assessments, and corrective actions. Oversees and provides direction on projects managed within the Gaming Vendor Management Unit. Acts as a resource that assists departmental areas in the negotiation of procurement and contract negotiations relating to the gaming system and the services they provide. Partners with Contract Administration Services to track and report on vendor financial transactions, business continuity, and contractual compliance. The incumbent assists and participates in establishing internal policies, standards, and



processes for gaming and technology vendor interaction. Contributes to and manages the planning of applications and tools to support vendor management, including vendor tracking, analytics, and performance management. Oversees the maintenance of service level agreements with vendors to ensure they are current. Performs delegated contract management and administration tasks including developing, reviewing and/or drafting contract change orders, amendments, and corrective action requests.

- 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. Other job-related duties as assigned such as but are not limited to: Serves as an advisor on key governance bodies; and participates, as needed, in ad-hoc committees, work groups, and projects.

### **Marginal Functions**

- 5% Perform 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: Information Technology Service Division (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.

As the Gaming Vendor Management unit oversees the contract for our Gaming System vendor, errors can have large consequences. Failing to perform operational requirements could have direct contractual costs to the Lottery. More significantly, this position oversees the operation of our Gaming System, and errors there could result in lost revenue to the Lottery (thus impacting our funding to education) or negative impact to our players.

- 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 Gaming Vendor Management Supervisor is under general direction of and receives most assignments from the Gaming Vendor Management Unit Manager, IT Manager I; 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 Gaming Vendor Management Supervisor 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.



## Job Description

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**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.

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**Supervisor Signature**

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**Printed Name**

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**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.

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**Employee Signature**

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**Printed Name**

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**Date**



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### 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

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

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