Classification: Information Technology Manager I

Working Title: Infrastructure Administration & Support Manager

Position Number: 358-530-1405-001

Division/Unit: Information Technology Services Division / Infrastructure Administration & Support

Assigned Headquarters: Sacramento Headquarters

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

Job Description Summary

Under general direction of the Chief Technology Officer, Information Technology Manager II, the Infrastructure Administration & Support Manager is a hands-on technology professional responsible for the direction, oversight, and operations of the California State Lottery's (Lottery) infrastructure services. Directly and through subordinate resources, the incumbent provides expert direction and consultation on complex technical IT related issues and provides leadership to a diverse group of IT Professionals with various skill sets. The incumbent will manage and oversee the project management of the most complex infrastructure efforts including planning, scheduling, and evaluating. The duties for this position span System Engineering, Client Services, Information Security Engineering, Software Engineering, and Business Technology Management domains.

Essential Functions

35%   In a managerial role, the incumbent is responsible for managing the Infrastructure Administration & Support unit. Oversees all activities associated with infrastructure services including configuration management, change management, capacity management, performance management, availability management, and service delivery management to ensure Lottery enterprise services are available to support operational needs. Directs the centralized management of the processes, methods, and technologies used by infrastructure resources to oversee and monitor the organizations infrastructure controls, systems, and supporting technical infrastructure. Develops and executes strategies, processes, and best practices to support and advance of organizations compute and storage ecosystem that align with organizational business needs and goals to provide more secure, higher quality, and responsive information services to internal and external customers, stakeholders, and gaming vendor partners. Makes decisions on allocating departmental resources to pursue this strategy. Coordinates with internal and external entities to provide enterprise services and resolve issues as required. Reviews recommendations of new technologies, software, hardware, and capacity planning. Participates in architecting and building systems for maximum performance, reliability, scalability, and cost control. Participates in information security and application troubleshooting and incident resolution. Oversees server and storage design which includes, but is not limited to, virtualization, storage techniques, backup-up, operating system management, capacity planning and monitoring. Ensures the very complex and highly critical computer systems operate in an effective and efficient manner.

30%   Responsible for the quality, oversight, and support of the Infrastructure Administration & Support unit and the management of key technical infrastructure, as well as the operation of infrastructure-related tools used to monitor and protect the integrity, confidentiality, and availability of Lottery data and technology assets. Leads the creation, use, and evolution of the organization's infrastructure architecture. Oversees architecture requirements definition, model development, and creation of other architectural artifacts that support the planning of current and future innovative technical solutions. Works collaboratively with other

technical areas, business areas, subject matter experts, and internal/external stakeholders to define and develop future-state technical enterprise architectures. Directs or leads the development of high-level migration plans and roadmaps to address gaps between the current and future-state architectures. Assesses change initiatives and their proposed solutions for alignment to infrastructure strategy and impact on current and future-state technical architectures. Ensures that new and/or updated equipment and system software is installed on schedule and the resources are appropriately managed including space utilization, implementation of recovery planning requirements, and forecasting the needs of the organization. Develops, coordinates, and enforces systems policies, procedures, and productivity standards. Ensures effective coordination of work processes and projects with other units and divisions. Fosters an environment of teamwork and collaboration.

20%   Regularly meet 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.

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.

The Infrastructure Administration & Support Manager exercises good judgement in making decisions affecting vital technical infrastructure including infrastructure-related tools used to monitor and protect the integrity, confidentiality, and availability of Lottery data and technology assets. Poor judgement and decisions can adversely impact ITSD's effectiveness. The support of the Lottery's technical infrastructure constitutes a significant investment in staff and material resources. The effective and efficient support of this investment is the responsibility of ITSD. Failure to use good judgement in performing the duties for this position could result in the loss of integrity of systems, loss of sales in draw games or Scratchers, and cause the potential of a security breach.

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.

    The incumbent provides overall management of the Infrastructure Administration & Support unit and 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.

c. Supervision Exercised and Received: The Infrastructure Administration & Support Manager is under general direction of and receives most assignments from the Chief Technology Officer; 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 Infrastructure Administration & Support 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**