



**Classification: Information Technology Specialist II**

**Working Title: Senior System Analyst**

**Position Number: 358-523-1414-003**

**Division/Unit: Information Technology Services Division/Digital & Interactive Services**

**Assigned Headquarters: Sacramento Headquarters**

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

### **Job Description Summary**

Under general direction of the Digital & Interactive Services Information Technology Manager I, the Senior System Analyst is responsible for defining and maintaining standards and processes for developing, integrating, and implementing new Information Technology (IT) solutions, as well as maintaining the existing IT solutions for the California State Lottery (Lottery). The duties for this position are focused in the Software Engineering domain; however, work may be assigned in other domains as needed. Duties include, but are not limited to, the following:

### **Job Description**

#### **Essential Functions**

- 40% Performs as an expert Senior System Analyst with responsibilities for providing and enforcing procedures for incident handling, particularly for analyzing vendor and internal incident-related data. Implements monitoring tools such as Crashlytics/Fabric, Postman, and Runscope to ensure the integrity of the Lottery's public facing applications. Serves as the lead of complex technology implementations for the Public Website (PWS) and Mobile App, with constant reengineering and refactoring to ensure the simplest and most elegant system possible to accomplish the desired need. Designs and implements system access controls (oAuth) for PWS and Mobile App, maintaining system security in accordance with information security best practices and standard Information Technology Services Division (ITSD) operating procedures. Reviews software architecture and makes recommendations regarding technical and operational feasibility. Provides leadership and consultative support to project-specific design activities from initiation to the execution phase. Develops strategic framework and plans to evolve and optimize digital channels, applications, customer experience, and digital marketing capabilities to increase customer engagement, loyalty, and revenue. Provides technical leadership skills to drive architecture designs, negotiate technical trade-offs, and deliver best practice processes. Performs oversight of technology and design decisions to ensure quality while complying with and meeting current and future Americans with Disabilities Act accessibility guidelines, security regulations, and Lottery standards.
  
- 30% Leads application development governance processes in the Development Operations (DevOps) Agile continuous delivery and integration pipelines to ensure consistent software development life cycle management. Builds consensus around principles of application development and interprets and clarifies these principles. Creates and maintains operational, architecture application development, and design documentation including processes, procedures, task lists, and architecture blueprints. Plans, develops, and maintains data strategies to support business analysis, using tools such as Google Analytics and Firebase Analytics.



- 25% Provides leadership and guidance to other analysts in gathering and analyzing business and technical needs in support of business cases, proposed projects, and systems requirements. Participates in the review of the final user acceptance testing to ensure the application meets the customer needs.

### **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: 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.

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.

The Senior System Analyst will make decisions that directly impacts the Lottery's ability to provide quality, reliable applications to our customers. Failure to properly administer duties using good judgment, logic, and discretion, may result in system degradation and outages that affects a broad range of State services to the public.

- b. Administrative Responsibility: None, but the Senior System Analyst will assist with the training of any new personnel for the unit.
- c. Supervision Exercised and Received: The Senior System Analyst is under general direction of and receives most assignments from the Digital & Interactive Services Information Technology Manager I; direction and assignments may also come from the extended Information Technology Services Division (ITSD) management team.
- d. Personal Contacts: The Senior System Analyst interacts with various levels of Lottery executives, managers, stakeholders, business areas, staff, vendors and consultants, and other state agencies.



**Physical and Environmental Demands**

Not Applicable

**Working Conditions and Requirements** The Senior System Analyst will work in a fast-paced environment, with competing priorities, and critical deliverables.

- a. Schedule: This position supports the Lottery during normal business 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 may be required to carry a Lottery issued cell phone. This position may be required to be reachable outside of normal business hours.

**Effective Date:**

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**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**



### 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:

- a. Schedule:



## Job Description

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- b. Travel:
- c. Other:

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