

**State of Michigan  
Civil Service Commission**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

Position Code

1. STDDADM1F66N

## POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> BUREAU OF STATE LOTTERY
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Bureau of State Lottery
<b>4. Civil Service Position Code Description</b> STATE ADMINISTRATIVE MANAGER-1	<b>10. Division</b> Technology & Gaming Operations
<b>5. Working Title (What the agency calls the position)</b> Gaming Control Unit Manager	<b>11. Section</b> Gaming Operations
<b>6. Name and Position Code Description of Direct Supervisor</b> SANDEEP JAIN; STATE DIVISION ADMINISTRATOR	<b>12. Unit</b> Gaming Control Unit
<b>7. Name and Position Code Description of Second Level Supervisor</b> AARON DICKASON; STATE BUREAU ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 101 E Hillsdale, Lansing, MI 48933 / M - F; 7:45am - 4:45pm

**14. General Summary of Function/Purpose of Position**

This position functions as the Manager of the Gaming Control Unit, which has the responsibility for testing all new or modified Lottery gaming hardware, software, web, middleware and using multiple platforms. It also has responsibility for the day-to-day management of the gaming systems. The Customer Acceptance Testing (CAT) and User Acceptance Testing (UAT), with the Lottery representing the customer, conducted by this unit, is mission critical to the bureau to ensure the integrity of the Lottery's games, and new gaming initiatives. All new games, functions, promotions, gaming initiatives, and gaming equipment go through a thorough and extensive testing period to verify that they meet all requirements for game play options and accuracy.

**15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.**

**List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.**

**Duty 1**

**General Summary:**

**Percentage: 50**

Provide direction and oversight in the Customer Acceptance (Retail) and User Acceptance (iLottery), of each new game, game change, internet function or software change, to ensure that the software from all of the Lottery vendors has met the strict testing criteria established by the Lottery and complies with all environmental and software specifications.

**Individual tasks related to the duty:**

- Establish the policies and procedures necessary to ensure the integrity of the Customer Acceptance (Retail) and User Acceptance (iLottery) environments.
- As a single point of contact for Lottery review and lead all games and system functionality requirement specification documents that includes Retail SRS, and project scope statements, Instant Game working papers, Game directives iLottery BRDs and PRDs for completeness and compliance with the gaming systems.
- Work with vendors to determine the new game requirements, iLottery games, features and software enhancements and fixes within each batch (Retail and iLottery) based on Lottery initiatives.
- Review and approve game specifications and new feature documents. These documents describe all of the design criteria for the development of new instant, digital and draw based games and functions.
- Sign-off on gaming system specification documents as the Lottery's official representative.
- Develop the CAT and UAT (working in conjunction with Lottery vendors and business users) master plans, including the calendar of testing days and drawings.
- Oversee the development of CAT daily testing schedules, draw game schedules, batch testing scripts and terminal simulator transaction files for multiple devices and platforms.
- Oversee the development of UAT daily testing schedules, web, iLottery Instant Games, iLottery Draw Based Games and iLottery promotions for multiple devices and platforms.
- Review testing result recommendations for compliance with specifications.
- Oversee vendor progress on fixing the defect tickets documented within each batch test (Retail and iLottery).
- Lead the team to automate testing and utilize industry standard practices,

**Duty 2**

**General Summary:**

**Percentage: 25**

Provide direction in the on-going and continuous Lottery End-User testing, performed between scheduled software batch releases. Working with Lottery End-Users, this testing provides an opportunity for the staff to constantly monitor and verify the accuracy of the vendor-provided software. It also helps to ensure that the staff is knowledgeable and experienced on software functionality, which is critical to the development of a successful testing plan.

**Individual tasks related to the duty:**

- Work with Gaming Control staff and Lottery End-Users to develop comprehensive, on-going Lottery End-User testing plans for testing software batch releases.
- Work closely with Lottery vendor(s) to ensure the test lab is populated with adequate test data to perform user testing of all required software applications Retail and iLottery.
- Develop a continuous test cycle to ensure that each portion of the software and middleware is tested on a regular basis.
- Develop procedures and document processes for the on-going testing plan based on Lottery End-User feedback.
- Oversee testing process, documenting problems and discrepancies.
- Follow up with vendor(s) to ensure necessary corrections and enhancements are made in a timely manner.
- Communicate required changes to Gaming Systems and ICS vendors to ensure all vendors have a thorough understanding of the software change requirements.
- System Owner of the test management platform system.

**Duty 3**

**General Summary:**

**Percentage: 15**

Provide direction and oversight of the Gaming Control Unit.

**Individual tasks related to the duty:**

- Develop both immediate and long-range plans for the Gaming Control Unit.
- Develop an annual plan that incorporates both the implementation of new games, modifications to existing games, new functions and any other gaming initiative, as outlined in the Retail and iLottery Marketing Plan.
- Provide approval for vacation, sick leave and other out of office requests.
- Establish project priorities, based on Lottery needs, to ensure that deadlines are met.
- Schedule work assignments and direct work of the Gaming Control staff.

- Monitor, evaluate, and verify work performance of staff.
- Conduct employee hiring, performance evaluations and other necessary personnel activities.
- Conduct in-house training to develop backup of critical unit functions.

#### Duty 4

##### General Summary:

Percentage: 10

Various Gaming administrative and miscellaneous responsibilities, as required.

##### Individual tasks related to the duty:

- Approve Gaming Systems and ICS vendors' system access forms.
- Approve Gaming System vendors' Project Scope, PRD (Program Requirements Documents) and SRS (System Requirements Specifications) documents.
- Approve Gaming and ICS vendors' Change Management and Software Installation Forms.
- Approve Club Keno, Gemini and AD show documents.
- Review tickets and monitor messages for accuracy.
- Review Instant/Pull Tab and digital gaming working papers, directives and provide comments, when necessary.

#### 16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Decisions surrounding CAT, UAT and End-User testing plans such as the scheduled start and end dates and major gaming functions to be tested.

Decisions as to when a RFSS should be written or an iLottery ticket submitted. Determining when gaming specifications are final, when CAT or UAT is completed, and whether CAT or UAT results are acceptable. All decisions affect the integrity of the Lottery and could impact our mission of generating revenue for K-12 Education.

#### 17. Describe the types of decisions that require the supervisor's review.

When there is a potential scheduling conflict with a planned game, promotion or other Retail/iLottery initiative.

#### 18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Normal physical efforts for office work - extended periods of sitting, reading, computer use, walking, climbing stairs. Normal office environment except approximately quarterly during CAT when exposed to higher levels of terminal noise and dust and longer periods of standing.

#### 19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
Challender, Joseph	DEPARTMENTAL SPECIALIST-2 13	Simon, Lane	DEPARTMENTAL ANALYST-A 12
Dilber, Lisa	DEPARTMENTAL SPECIALIST-2 13	Rebh, Nicholas	General Office Assistant E
Oen, Savannah	DEPARTMENTAL ANALYST-E P11	Strickler, Caleb	DEPARTMENTAL ANALYST-E P11

Leighty, Logan	Departmental Technician E		
Additional Subordinates			

**20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

<input checked="" type="checkbox"/> Complete and sign service ratings.	<input checked="" type="checkbox"/> Assign work.
<input checked="" type="checkbox"/> Provide formal written counseling.	<input checked="" type="checkbox"/> Approve work.
<input checked="" type="checkbox"/> Approve leave requests.	<input checked="" type="checkbox"/> Review work.
<input checked="" type="checkbox"/> Approve time and attendance.	<input checked="" type="checkbox"/> Provide guidance on work methods.
<input checked="" type="checkbox"/> Orally reprimand.	<input checked="" type="checkbox"/> Train employees in the work.

**22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?**

The position is properly described in the preceding pages.

**23. What are the essential functions of this position?**

Managing the Gaming Control Unit.

Overseeing gaming change specification document development Retail and iLottery .

Overseeing Quality Assurance testing, Customer Acceptance Testing, User Acceptance Testing and End-User Testing.

Authorized approver of vendor production access to software.

Signing off on Gaming and ICS vendors software changes.

**24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.**

Update to remove oversight of Quality Assurance Testing (QAT) and related tasks, and added tasks related to Lottery review and automate testing.

**25. What is the function of the work area and how does this position fit into that function?**

The work area is the Gaming Operations Division which has responsibility for day-to-day operations and monitoring of the Gaming vendors and the Lottery's gaming systems. This position is the primary liaison between the Lottery, Gaming and ICS vendors. This position makes the final approval of all gaming changes and approves the installation of software after it has been successfully tested.

The Michigan State Lottery strives to maximize net revenues to supplement state education programs; to provide fun and entertaining games of chance, and to operate all games and bureau functions with nothing less than total integrity. The Lottery was established under the authority of Public Act 239 of 1972 to generate funds to support Michigan's public-school system

**26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.**

**EDUCATION:**

Possession of a bachelor's degree in any major.

**EXPERIENCE:**

**State Administrative Manager 15**

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent

to the advanced (12) level.

### **Alternate Education and Experience**

#### **State Administrative Manager 15**

Education level typically acquired through completion of high school and two years of safety and regulatory or law enforcement experience at the 14 level; or, one year of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Excellent communication skills - both written and verbal.

Excellent reading and comprehension skills.

Ability to instruct, direct, evaluate and supervise employees.

Ability to organize and coordinate the work of others.

Ability to analyze and assess operations from the standpoint of management controls, systems.

#### **CERTIFICATES, LICENSES, REGISTRATIONS:**

None

*NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.*

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

### **TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

***I certify that the entries on these pages are accurate and complete.***

\_\_\_\_\_  
Appointing Authority

\_\_\_\_\_  
Date

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date