State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code
1. STDDADM1

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.

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

14. General Summary of Function/Purpose of Position

This position functions as the Manager of the Retail Gaming System testing group, responsible for the day-to-day management of the retail gaming system and overseeing system integrations and data exchange activities supporting both Retail Lottery and iLottery operations. This position coordinates Customer Acceptance Testing (CAT) for new games, promotions, system enhancements, and vendor implementations on the retail gaming system while ensuring the integrity of business processes and data exchanged between Lottery systems and external vendors. This position analyzes business requirements documents to determine impacts to system interfaces, reports, automated processes and file transmissions; reviews control files, transactional files, balancing reports, and other system interface files to ensure accurate processing of data; and manages direct reports who validate system functionality through end-to-end testing. Working closely with internal business units, partner agencies, and multiple vendors, this position researches discrepancies, validates system changes, supports production readiness, and ensures Lottery systems operate as intended across Retail Lottery platforms. The position also works as subject matter expert responsible for vendor contract compliance by analyzing system issues and interpreting contract requirements to assess liquidated damages.

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: 45**

Provide direction and oversight of Retail Gaming System's Customer Acceptance Testing (CAT) test team. This team is responsible for the testing of each new game, game change, or software change to ensure that the functionality from all relevant 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 policies and procedures necessary to ensure the integrity of the Retail Gaming System.
- Responsible for ensuring that the requirement specification documents for the Retail Gaming System meet the Lottery's requirements to uphold the integrity of the gaming platform. Review and approve game specifications and new feature documents for the Retail Gaming System. These documents describe the design criteria for the development of new instant, fast cash, and draw based games and functions.
- Sign off on Retail Gaming specification and project scope documentation.
- Plan, coordinate, and prioritize releases for the Retail Gaming System that include new game requirements, features, software enhancements, and fixes.
- 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.
- Oversee the development of CAT daily testing schedules, draw game schedules, batch testing scripts and terminal simulator transaction files for multiple devices and platforms. Review testing result recommendations for compliance with specifications.
- Oversee the Retail Gaming System's Internal Control System (ICS) to verify it meets Lottery standards. Develop and manage any enhancements to the ICS as new initiatives are implemented on the Retail Gaming System.
- Analyze promotions schedule to ensure proper scenarios and time is allotted to accomplish testing requirements.
- Assist with approving Gaming Systems and ICS vendors' system access forms.
- Assist with approving Club Keno, Gemini and AD show documents.
- Review ticket and monitor messages for accuracy.
- Review Instant and Pull Tab working papers, directives and provide comments, when necessary.

Duty 2

General Summary: **Percentage:** **25**

Responsible for overseeing and coordinating integration of retail and iLottery systems. Coordinate testing activities for new games, promotions, enhancements and system changes that require functionality across multiple systems. Evaluate business requirements to identify impact to system interfaces, automated processes, reports and data exchanges to ensure successful implementation of cross-platform initiatives.

Individual tasks related to the duty:

- Establish, administer and evaluate business testing activities for projects that require integration between Retail, iLottery, lottery website, system interfaces, and other vendor/state managed applications.
- Evaluate system interface processes and ensure recommended UAT/CAT strategies provide a high level of integrity and are compliant with the Act, Rules, Procedures, and Directives.
- Analyze new game launches, promotions and system enhancements to determine which vendor interface/transaction files reports, and other data exchanges require modification or validation.
- Validate end-to-end business processes supporting cross platform games and promotions to ensure accurate processing between retail, iLottery and external vendors.
- Analyze ongoing program operations and determines business impacts to interfaces and files, coordinating cross-platform implementations, reviewing interface specifications and data mappings, and developing validation procedures for control files, checkwriter files, interface files, balancing reports, and data exchanges.
- Coordinate and implement issue resolution and validate corrections prior to production implementation.
- Serve as a liaison with Lottery business units, partner agencies and vendors to ensure system interfaces function as intended and project requirements are successfully implemented.
- Collect, maintain and document testing activities, business impacts, and implementation results to support production readiness and operational continuity.
- Serve as the primary business resource and liaison for cross -platform system integration, interfaces, reporting and testing activities involving retail and iLottery.
- Perform end-to-end comprehensive cross platform testing on interfaces, files, transfers, data and reports to ensure pending modifications have desired results.
- Formulate procedures, policies and guidelines and provides consultation.
- Develop alternative strategies for product and process improvements based on analysis and research of testing results.
- Design and build automated regression tests.
- Serve as a technical advisor and liaison with industry, community groups, and/or governmental agencies
- Review control/checkwriter and interface files.
- Validate and balance data, reports and files.
- Research discrepancies and follow-up with vendors and/or agencies on corrections.

Duty 3

General Summary: **Percentage:** **15**

Provide direction and oversight of the Retail Gaming System test team.

Individual tasks related to the duty:

- 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 Retail Gaming System test team.
- 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**

Responsible for the assessment of vendor liquidated damages based on vendor contract non-compliance.

Individual tasks related to the duty:

- Review and interpret gaming vendor contracts for compliance and assessment of liquidated damages.
- Review all reports and correspondence for accuracy and to properly apply damages.
- Prepare documentation for assessment of liquidated damages.
- Update and maintain procedures for assessing liquidated damages.
- Serve as liaison and consult with vendors periodically to negotiate damages that are not clearly defined.
- Gather and maintain data, present to Lottery leadership for review.
- Disseminate liquidated damage reports to vendors accordingly.

Duty 5

General Summary: **Percentage:** **5**

Perform other duties as assigned to contribute to the overall mission of the Michigan State Lottery.

Individual tasks related to the duty:

- Evaluate current processes, recommend improvements, and implement modifications to achieve greater efficiency.
- Provide direct assistance to division staff to meet Lottery goals.
- Lead special assignments as directed by leadership.
- Perform miscellaneous tasks as needed.

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

Decisions in the development, coordination, administration, and validation of end-to-end business testing and data validation activities for cross-platform game implementations and enhancements spanning retail and iLottery systems. Independently analyzes business requirements to determine impacts to system interfaces, control files, reports, balancing processes and vendor data exchanges; identifies testing and validation requirements; and coordinates resolution of issues affecting multiple vendor managed systems. Uses independent judgement to develop UAT/CAT scenarios and schedules. Determines if results are acceptable and meet requirements outlined in specification document. The accuracy of the testing impacts on the Lottery's website and mobile website when implemented. If errors in the software are not discovered, serious loss of revenue or exposure to liabilities may occur as well as compromise the integrity of the Michigan Lottery.

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

Decisions affecting MSL budget or expenditure of funds or require approval of new policies, procedures, administrative rules or laws. Decisions related to project objectives which have a sensitive or significant impact on operations or could present potential jeopardy to the integrity of the lottery. When there is a potential scheduling conflict with a planned game, promotion or other Retail/iLottery initiative. Liquidated Damages waivers that are out of the ordinary.

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.

Work is performed in a standard office setting requiring extended periods of sitting, reading, computer use, walking and lifting of no more than 25 lbs. During testing, may be exposed to higher levels of terminal noise, dust and longer periods of standing. Testing is completed in a very constricted time frame. Time limitations once the modifications are ready for testing may result in required testing outside of normal business hours to meet the implementation deadlines. All employees have a responsibility for workplace safety including identifying potential hazards, reporting them, and ensuring they actively participate in all required training.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
DILBER, LISA N	DEPARTMENTAL SPECIALIST-2 13	SIMON, SAVANNAH	DEPARTMENTAL ANALYST-E P11
LEIGHTY, LOGAN A	DEPARTMENTAL TECHNICIAN-E E9		

Additional Subordinates

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

Y	Complete and sign service ratings.	Y	Assign work.
Y	Provide formal written counseling.	Y	Approve work.
Y	Approve leave requests.	Y	Review work.
Y	Approve time and attendance.	Y	Provide guidance on work methods.
Y	Orally reprimand.	Y	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?

This position functions as the Manager of the Retail Gaming System testing group, responsible for the day-to-day management of the retail gaming system and overseeing system integrations and data exchange activities supporting both Retail Lottery and iLottery operations. This position coordinates Customer Acceptance Testing (CAT) for new games, promotions, system enhancements, and vendor implementations on the retail gaming system while ensuring the integrity of business processes and data exchanged between Lottery systems and external vendors. This position analyzes business requirements documents to determine impacts to system interfaces, reports, automated processes and file transmissions; reviews control files, transactional files, balancing reports, and other system interface files to ensure accurate processing of data; and manages direct reports who validate system functionality through end-to-end testing. Working closely with internal business units, partner agencies, and multiple vendors, this position researches discrepancies, validates system changes, supports production readiness, and ensures Lottery systems operate as intended across Retail Lottery platforms. The position also works as subject matter expert responsible for vendor contract compliance by analyzing system issues and interpreting contract requirements to assess liquidated damages.

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

Position establishment.

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

The Michigan Bureau of 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 and is a Type 1 agency with statewide operations. The Lottery generates revenue through the sale of lottery tickets at retail locations and over the internet.

The Gaming Control Division provides comprehensive and final testing of all vendor hardware, software, and middleware; to maintain, coordinate and oversee the iLottery initiatives and Instant Games, the Lottery website, Draw Games, Fast Cash, Instant and Pull-Tab games, coupons and promotion processes; and to assess liquidated damages for vendor contract non-compliance. All testing must meet stringent testing guidelines and criteria to ensure that the Lottery's integrity is maintained. Gaming Control is the Production Gate Keeper, the final approver before anything goes live in Production.

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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:

- Knowledge of the operational and technical problems involved in the administration of a specialized program.
- Knowledge of SQL/data-query, defect-tracking, test-case management, file/interface literacy, PCI-DSS, PII/player-data handling, and/or payment-flow validation.
- Knowledge of methods of planning, developing and administering programs.
- Ability to plan, direct, and coordinate programs and administrative activities of a complex, interrelated and interdependent nature, where unknowns and numerous contingency factors are involved.
- Ability to formulate policies and procedures relevant to program areas based on information of a conceptual nature from varied and complex sources.
- Ability to communicate with others verbally and in writing.
- Ability to plan, coordinate, and expedite work projects.

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**