

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

Position Code 1. STDIVADM76N
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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) Bureau of State Lottery
4. Civil Service Position Code Description STATE DIVISION ADMINISTRATOR 17	10. Division Technology & Gaming Operations
5. Working Title (What the agency calls the position) DIRECTOR of TECHNOLOGY & PLATFORMS	11. Section
6. Name and Position Code Description of Direct Supervisor AARON DICKASON, STATE BUREAU ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor WILLIAM GRIFFIN, STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 101 E. Hillsdale, Lansing, MI / 7:45- 4:45 p.m. M- F

14. General Summary of Function/Purpose of Position

As the Director of Technology and Platforms, this position provides a critical role to ensure that the Lottery's ecosystem of technology and operational support meets business, compliance, and other needs. Provides control and management for multiple platforms including retail gaming, online gaming, and player marketing. Responsible for managing the software roadmap, documentation, and quality control for each platform. This position is also responsible for directing infrastructure projects, operational staffing, and processes to support technology and platforms for both vendor and in-house projects. The position also has the oversight of the Gaming Control unit, which is responsible for the comprehensive testing of vendor-supplied software and gaming devices (terminals, ticket checkers, monitors, etc.). A critical and essential function of this position is that it is the principle point of contact between the Lottery and the Department of Technology, Management and Budget for all Information Technology related projects and activities. This position serves as the Lottery's Service Level Agreement Manager with DTMB and working through the DTMB Information Officer assigned to the Lottery, ensures that all of Lottery's IT needs are met.

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

Act as the principle point of contact between the Lottery and the Department of Technology, Management, and Budget (Service Level Agreement Manager and Lottery Information Officer) for all Information Technology related projects and activities.

Individual tasks related to the duty:

- Provide direction and advise the Commissioner and other Division on operational (IT) matters or concerns.
- Work with DTMB to ensure the Lottery's IT objectives are met including performance, compliance, and scheduling.
- Act as the liaison between DTMB staff and Lottery Management.
- Review Lottery IT needs, make recommendations, get Administration financial approval, submit RTP forms as needed
- Oversee Lottery's DTMB expenditures and approve Lottery IT purchases (through MAIN and ITRAC).
- Approve all Lottery IT Requests for System Service.
- Work closely with DTMB on the development, maintenance, and compliance of the Lottery/DTMB SLA agreement.
- Work with DTMB on defining the roles and responsibilities of the DTMB staff assigned to the Lottery.
- Work with DTMB to ensure that IT staff assigned to Lottery is trained and provided a path for development and growth.
- Work with DTMB to ensure adequate IT staffing levels
- Participate in CSP meetings to ensure continuous and current information on DTMB initiatives and associated costs.
- Meet with DTMB I/O and appropriate Lottery staff, to provide status updates and address any Lottery/DTMB concerns
- Develop RFP's, contracts, or Statements of Work, when necessary, to request additional DTMB resources, based on need.
- Authorize Lottery Network User ID requests (along with IT Security).
- Review and approve Lottery cell phone usage bills.
- Assist in IT Budget process by identifying future IT needs, and predicting future IT expenditures
- Meet with Lottery staff to discuss technology plans and any initiatives that may impact other divisions.
- Working with DTMB staff, investigate alternatives for meeting the operational needs to achieve the initiative or goal, and recommend the best solution.
- Ensure that DTMB is remains constantly informed on Lottery initiatives through monthly information sharing meetings.
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Duty 2

General Summary:

Percentage: 25

Provide control and oversight for multiple platforms including the retail gaming, online gaming and player marketing.

Individual tasks related to the duty:

- Plan and direct the software roadmap schedules for each of the major platforms being maintained by the Lottery

- Plan and direct documentation (architecture, integrations, software requirements, etc.) for each of Lottery's major platforms
- Provide control over software release cycles and ensure that all affected departments are involved and informed
- Provides feedback and control over infrastructure and staffing operations that support Lottery's major platforms
- Ensure that technology projects adhere to current and evolving compliance and business requirements
- Plan and direct new vendor integration projects into existing platforms, including cross-platform integrations (e.g., retail platform integration with online platform)
- Collaborate with Lottery IT Security to ensure that all platforms maintain stringent security controls

Duty 3

General Summary:

Percentage: 15

Gaming Control Unit oversight, with involvement in or review of the following Gaming Control tasks, when needed.

Individual tasks related to the duty:

- Evaluate and prioritize trouble reports and system service requests for inclusion in gaming system software batch testing.
- Review batch release specification document. Recommend changes or corrections to clarify the modifications to be included in the software release. Approve specification documents.
- Develop system testing plan, based on batch software requirements.
- Work closely with IT Subject Matter Experts and Business users to conduct comprehensive testing of software and hardware required for batch release. Work with Lottery users to develop comprehensive business user test plans and scripts.
- Collect and maintain batch test data. Complete comprehensive testing of terminal hardware and software for gaming processing.
- Review and recommend changes for reference guides and manuals, as needed.
- Research system needs and propose solutions for corrective action or enhancement at the software release development meetings and the monthly vendor meetings.
- Review Instant Game working papers and recommend changes or corrections to improve game prior to implementation. Specifically analyze
- document sections regarding game play, game prize structure, ticket layout and packaging to ensure that these items meet expected criteria for the game.
- Analyze instant gaming process to ensure Instant and Pull-Tab games are ready and available for launch date, and properly maintained during the life of the game.
- Monitor directives to ensure new instant coupon promotion data and files are received and loaded for launch of each new promotion.
- Oversee the use of gaming system terminal to test instant game ticket and coupon barcodes to as determine readability and print quality. Analyze results report by device to determine if barcodes are within an acceptable tolerance. Provide feedback in the assessment of Liquidated Damages for non- performance of Online Game vendor.
- For Gaming Control Manager position, and Gaming Control Staff (as needed): Hire as needed, approve leave and timesheets, establish Goals and Objectives, complete Performance Review process.

Duty 4

General Summary:

Percentage: 10

Provide oversight of Lottery's IT programs, audit systems and back-office tools.

Individual tasks related to the duty:

- IT oversight for back-office systems (e.g., Business Intelligence tools) and integration and support services to ensure that business and operational needs are met.

- IT oversight of the ICS vendor(s) and its applications. Lottery Operation's staff is responsible for the running of these applications (winner determination for all games, sales, validation, EFT balancing, IRS processing, etc.), and for ensuring that the ICS vendor receives "real time" feeds of duplicate information processed by platform vendors for audit purposes. The hardware running these applications is located at the Lottery and maintained by Lottery IT staff.
- IT oversight of the current Charitable Gaming automated system, which is currently developed internally, to be replaced by a single or multiple COTS packages.
- IT oversight of all internal Lottery software development and maintenance (Raffle game, MAIN interface, automated drawing process, web updates, various reporting requirements, etc.), as well as any necessary interfaces required to vendor-supplied applications.
- Review and approve, along with Administration, vendor weekly invoices.
- Meet regularly with Online vendor to ensure the Lottery's needs are continually met and monitored.

Duty 5

General Summary:

Percentage: 5

Provide insight and recommendations on the IT impact of Lottery initiatives. Research, recommend and implement (once approved) operational initiatives that align with the Lottery's goals and missions.

Individual tasks related to the duty:

- Conduct regular meetings to provide visibility into current initiatives and future plans for technology and platforms.
- Obtain and maintain expert knowledge on technology solutions that can improve operational efficiency or enhance Lottery's major software platforms.
- Construct strategic plans and make recommendations to improve operating efficiency and productivity of the Lottery.

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

Contractual, procedural, and/or directional decisions for the Technology and Platform Division that will affect Bureau operations. Decisions that will impact other areas of the Bureau are coordinated with the other Divisions

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

Decisions that have Bureau-wide impact and/or are directly related to the Bureau's goal and mission.

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.

Sitting, standing, and walking. General office environment. The incumbent will normally work Monday - Friday from 7:45 a.m. to 4:45 p.m. but off-hour contact with both Lottery and DTMB staff, as well as vendors, may be necessary.

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.

Additional Subordinates

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

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|--|---|
| <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?

Yes.

23. What are the essential functions of this position?

- Oversight and managing of the Gaming Control unit, which is responsible for the quality assurance testing of all vendor hardware and software.
- Act as the point of contact between DTMB and Lottery. This includes working through the DTMB Information Officer assigned to the Lottery to ensure that all the IT needs of the Lottery are met, functioning as the Lottery's Service Level Agreement Manager, and oversight of the Lottery IT Budget.
- IT oversight of the Lottery's major platforms that support retail, online and marketing operations.

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

Since the position was last reviewed, several things have occurred which have affected this position's responsibilities, including a new vendor contract, an early out resulting in the entire Gaming Control unit retiring, as well as organization changes within the Lottery. Changes to this position since last review include:

- No longer responsible for Retailer Services and Retailer Licensing units (now under Sales Division)
- Instead of managing the IT staff (approving time, doing performance reviews, assigning work, etc.), the position now works through the DTMB Information Officer assigned to the Lottery to ensure the Lottery IT needs are met.
- IT oversight of the Gaming System has significantly changed, due to the software changes resulting from the new vendor contract, which are now developed by the vendor instead of internally.
- Due to technology resulting from the new contract, no longer responsible for the oversight of the Lottery Wide Area
- Network for retailer on-line terminal operations, and the 800 number telephone operations.
- An online gaming platform was launched, in addition to a robust digital marketing platform, which requires significant involvement from a planning, documentation and testing perspective.
- Increase in responsibility due to new vendor contracts. Backoffice software functionality was turned over to the vendor in the most recent contract, resulting in a significant amount more, as well as an increase in complexity, of the software that must be tested by the Gaming Control unit.

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

The work area is responsible for the IT oversight of the Lottery's platforms (online, retail, marketing, etc.), the Gaming Control unit (which tests all vendor software and hardware), and ensuring that the IT needs of the Lottery are met. This position directs work within the Technology & Gaming Division.

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 Division Administrator 17

Two years of experience as a professional manager or program/staff specialist, or equivalent experience.

Alternate Education and Experience

State Division Administrator 17

Education level typically acquired through completion of high school and three years of safety and regulatory or law enforcement experience at the 14 level; or, two years 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:

Ability to assess, evaluate and analyze technology solutions and processes.

Must have excellent technical knowledge and problem-solving skills.

Excellent communication skills, both verbal and written.

Ability to provide leadership and make independent decisions.

**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.

None.

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

Appointing Authority

11/13/2014

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