

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

Position Code

1. DEPSPL2

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 Departmental Specialist-2	10. Division Gaming Operations
5. Working Title (What the agency calls the position) Gaming Systems Integration Specialist	11. Section Gaming Control
6. Name and Position Code Description of Direct Supervisor DORSEY, TANE L; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor JAIN, SANDEEP; STATE DIVISION 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 serves as the Bureau of State Lottery's as staff specialist and subject matter expert for business testing, systems integrations and data exchange activities supporting both Retail Lottery and iLottery operations. This position coordinates and executes User Acceptance Testing (UAT) and Customer Acceptance Testing (CAT) for new games, promotions, system enhancements, and vendor implementations 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; validates system functionality through end-to end testing; and reviews control files, transactional files, balancing reports, and other system interface files to ensure accurate processing of data.

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 and iLottery platforms. The position also works as the staff specialist 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: 55

Serves as the Bureau's Subject Matter Expert initiatives in the integration of retail and iLottery systems. Coordinates testing activities for new games, promotions, enhancements and system changes that require functionality across multiple systems. Evaluates business requirements to identify impacts to system interfaces, automated processes, reports, and data exchanges to ensure successful implementation of cross-platform initiatives.

Individual tasks related to the duty:

- Establishes, administers and evaluates business testing activities for projects that require integration between Retail, iLottery, lottery website, system interfaces, and other vendor/state managed applications.
- Evaluates system interface processes and ensures recommended UAT/CAT strategies provide a high level of integrity and are in compliance with the Act, Rules, Procedures, and Directives.
- Analyzes new game launches, promotions and system enhancements to determine which vendor interface/transaction files reports, and other data exchanges require modification or validation.
- Validates end-to-end business processes supporting cross platform games and promotions to ensure accurate processing between retail, iLottery and external vendors.
- Analyzes 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, check writer files, interface files, balancing reports, and data exchanges.
- Coordinates and implements issue resolution and validates corrections prior to production implementation.
- Serves as a liaison with Lottery business units, partner agencies and vendors to ensure system interfaces function as intended and project requirements are successfully implemented.
- Collects, maintains and documents testing activities, business impacts, and implementation results to support production readiness and operational continuity.
- Serves as the primary business resource and liaison for cross -platform system integration, interfaces, reporting and testing activities involving retail and iLottery.
- Formulates procedures, policies and guidelines and provides consultation.
- Develops alternative strategies for product and process improvements based on analysis and research of testing results.
- Designs and builds automated regression tests.
- Serves as a technical advisor and liaison with industry, community groups, and/or governmental agencies.

Duty 2

General Summary:

Percentage: 35

Serves as Subject Matter Expert with responsibility for developing and administering user acceptance testing (UAT) and customer acceptance testing (CAT) to monitor and validate data exchanged between Retail, iLottery, website vendors, partner agencies, and external vendors to ensure system integrity, accurate data exchange and reporting. Responsible for testing independently and working closely with Lottery vendors & users to ensure all test scenarios have been thoroughly tested and desired results have been achieved and documented.

Individual tasks related to the duty:

- Researches and analyzes business requirements (PRD/SRS), Changes Request(s) (CR), project documentation, and technical specifications to determine impacts to Retail and iLottery systems, vendor interfaces, business processes and determine best course of action for testing.
- Assesses test system setup issues and specific requirements to adequately test software modifications.
- Evaluates test schedule and uses independent judgment to formulate guidelines to ensure all aspects of the test are covered.
- Analyzes promotions schedule to ensure proper scenarios and time is allotted to accomplish testing requirements.
- Integrates Gaming Systems software changes into test plan to be used by Lottery tester, or users when available, for user acceptance testing system software.
- Based on volume of testing scenarios and number of days available to test, determines testing schedule. This plan can also be impacted by MUSL and additional testing requirements provided. When number of days available to test is too short, multiple days may have to be tested within one business day.
- Performs end-to-end comprehensive cross platform testing on interfaces, files, transfers, data and reports to ensure pending modifications have desired results.
- Reviews testing results, document findings and recommends corrective action as needed.
- Reviews control/checkwriter and interface files .
- Validates and balances data, reports and files.
- Researches discrepancies and follow-up with vendors and/or agencies on corrections.

Duty 3

General Summary:

Percentage: 5

Serves as Subject Matter Expert in the assessment of vendor liquidated damages based on vendor contract non-compliance.

Individual tasks related to the duty:

- Reviews and interprets gaming vendor contracts for compliance and assessment of liquidated damages.
- Reviews all reports and correspondence for accuracy and to properly apply damages.
- Prepares documentation for assessment of liquidated damages.
- Updates and maintains procedures for assessing liquidated damages.
- Confers with Gaming Control Manager on findings and final assessment of damages, and makes recommendations.
- Serves as liaison and consults with vendors periodically to negotiate damages that are not clearly defined.
- Gathers and maintains data, provides to Gaming Control Manager for review and makes recommendations.

Duty 4

General Summary:

Percentage: 5

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

Individual tasks related to the duty:

- Evaluates current processes, recommends improvements, and implements modifications to achieve greater efficiency.
- Provides direct assistance to other division staff to meet Lottery goals.
- Leads special assignments and participates on division teams, as requested by Manager or Director of Technology & Gaming Operations.
- Provides direct assistance to other division staff to meet program goals.
- Performs miscellaneous as assigned.

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 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. Final approval for all test scenarios included in the test plan, and that the software has performed successfully for each scenario. 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 UAT testing, may be exposed to higher levels of terminal noise, dust and longer periods of standing. UAT testing is completed in a very constricted time frame with monthly software batches. 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.

Additional Subordinates

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

N Complete and sign service ratings.
N Provide formal written counseling.
N Approve leave requests.
N Approve time and attendance.
N Orally reprimand.

N Assign work.
N Approve work.
N Review work.
N Provide guidance on work methods.
N 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?

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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:

Departmental Specialist 13 - 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

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