

**LOTTERY TECHNICAL SUPPORT MANAGER****NATURE OF WORK:**

Under general direction, performs complex administrative and technical work directing the information technology support for the business applications of the West Virginia Lottery. Responsibility is held for ensuring the maintenance and technical support for the Local and Wide Area Networks for both Lottery and Third Party systems; for ensuring that Lottery data systems and networks allow for effective daily operations by personnel statewide; for planning, purchasing and implementing equipment and services for agency-wide technical support; for overseeing the acceptance testing for lottery games in accordance with Multi-State Lottery Association guidelines and regulations and for the auditing of vendor gaming systems; for designing and supporting video progressive controllers use at racetracks; for developing technical support and certification policies and procedures for traditional, online, instant and video gaming systems; for the effective evaluation of online and video lottery systems Request for Proposals (RFP's); and for coordinating technology infrastructure contracts for Lottery Headquarters and the Hot Site back-up location. Occasional statewide and national travel required. Emergency 24/7 on-call status required. Background and credit investigation and security clearance required for employment. Performs related work as required.

**ESSENTIAL JOB FUNCTIONS:** *(Any specific position in this class may not include all of the duties listed, nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, organizes, coordinates and evaluates professional and technical staff performing information technology support for Lottery business applications; advises Lottery executives on systems capabilities, operations and requirements.
- Oversees technical support for Local and Wide Area Networks for both Lottery and Third Party systems.
- Oversees the preparation and evaluation of RFP's for vendor services for online and video systems and other Lottery applications; coordinates technology infrastructure vendor contracts for Lottery Headquarters and Hot Site back-up location.
- Oversees acceptance testing of gaming systems technology in compliance with Multi-state Lottery Association (MUSL) regulations and guidelines; audits video gaming systems for MUSL and Gaming Standards Best Practices.
- Develops data systems and technical operational policies and procedures for traditional, online, instant and video gaming systems.
- Oversees online vendor Internal Control Systems and provides technical expertise for 'out of balance' accounting incidents and other technical system issues.
- Maintains current knowledge of new technologies in gaming systems; represents the Lottery in national gaming technology meetings and forums.

**LOTTERY TECHNICAL SUPPORT MANAGER (CONT'D)**

**KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of Microsoft Windows 2000/2003 Servers, Microsoft SQL Servers, Windows 98, 2000, Windows XP, Linux and Unix AIX version 4.

Knowledge of the uses, capabilities and limitations of information technology equipment, systems and software.

Knowledge of computer operation principles and techniques, of modern business methods and procedures and of disaster recovery requirements and procedures.

Ability to plan, organize, coordinate and evaluate the work of information technology employees; ability to develop and apply unit policies and procedures.

Ability to devise work and production schedules to effectively support Lottery operations.

Ability to work effectively with users, vendor representatives, gaming industry personnel and public officials.

Ability to quickly and effectively evaluate and resolve equipment and system problems.

Ability to present written and oral reports on equipment utilization and individual and group performance characteristics.

Ability to communicate effectively, orally and in writing.

**MINIMUM QUALIFICATIONS:**

**TRAINING:** Bachelor's degree from a regionally accredited four-year college or university.

**SUBSTITUTION:** Additional experience as described below may substitute for the required training on a year-for-year basis.

**EXPERIENCE:** Five years of full-time or equivalent part-time paid information technology experience with a lottery gaming systems vendor, in information systems network administration, computer programming or computer operations, one year of which must have been in a supervisory role.

**SUBSTITUTION:** A major in computer science may substitute for one year of the required non-supervisory experience.

Established: 4/16/09

Effective: 5/1/09