

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

Under limited supervision, performs advanced level, complex technical work in support of the business applications in the complex information technology environment of the West Virginia Lottery. Work involves complex technical support and lead work in the following areas: developing and maintaining local and wide area networks; ensuring functionality of servers; desktop and network support for Lottery employees statewide; supporting the video lottery system; supporting Video Lottery staff on Online Lottery and Unix platforms; Document Imaging; Lottery Business Application Software Testing; ensuring compliance with Multi-State Lottery Association (MUSL) regulations; responsible for fail-over capability to operational Hot Site; creating, installing and maintaining firewalls; installing, updating and validating anti-virus software on all servers/clients; troubleshooting Client/Server problems; supporting proprietary fingerprint system; developing and overseeing procedures for hardware and file security; coordinating all technical training for headquarters and remote site users; reporting generation on equipment and system utilization, down time and maintenance; and creating and monitoring user policies and guidelines for personal computer, email and internet usage. Oversees the work of lower level technical support staff. Trains and mentors Lottery Technical Support employees. Frequent statewide travel to Lottery employee work sites is required. Background and credit investigation and security clearance required for employment. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS:**

This is the advanced level in the Lottery Technical Support class series. Primary responsibility for maintaining local and wide area networks; ensuring functionality of servers, desktop and network support statewide; technical support for 3<sup>rd</sup> party proprietary systems; developing and overseeing compliance with hardware and file security; training and mentoring other Lottery Technical Support employees.

**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.)

Installs and supports local and wide area networks to include servers, firewalls, switches, routers and remote access servers; verifies integrity and functionality of servers; maintains Lottery servers in two locations.

Installs, configures and supports personal computers, laptops and peripheral hardware devices such as printers, modems and scanners; troubleshoots Client/Server problems for hardware, software and user issues; supports users by telephone, email or on-site with system, hardware or software problems.

Maintains and supports the video lottery system; supports proprietary internal control system for lottery drawings; supports video lottery staff on online and Unix platforms; supports proprietary fingerprint system.

Analyzes the technology needs of the Lottery and assists in the development and implementation of the best solutions for the agency business applications.

Ensures integrity of data stored on servers through maintenance and daily back-ups.

Participates in meetings with vendors to oversee the interests of the Lottery.

Maintains current knowledge of technical developments in the field through seminars and continuing education.

Develops and oversees procedures for equipment and file security and user profiles.

**LOTTERY TECHNICAL SUPPORT SENIOR (CONT'D)****ESSENTIAL JOB FUNCTIONS: (Cont'd)**

Develops and oversees compliance with user policies and guidelines for personal computer, email and internet usage.

Develops, presents and coordinates technical training for Lottery information technology users. Recommends appropriate workflow and/or facilitate resolution of scanned image issues with appropriate staff.

Works closely with the Content Management provider to resolve issues and improve daily scanning operations.

Monitor workflow and coordinate document imaging projects with various departments within the agency.

Directs and assists employees in the tasks associated with preparing documents for scanning.

Assist management with developing and executing document test plans, scenarios and test cases for current and new applications component.

Assists management in conducting, documenting and reporting results of formal system software user acceptance testing for gaming, gaming support, and administrative support systems.

Participates in cross-functional efforts with Lottery business units and Information resources to specify the Lottery's requirements for new or revised gaming or business processes with the gaming vendor(s).

Performs test scripts and lab anomaly testing on-site and at the vendor location.

Performs hands on testing using Lottery industry devices and software while following MUSL minimum testing standard guidelines.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of the use and functionality of desktop computers, laptops and peripheral devices and their components.

Knowledge of the components and design of local and wide area networks.

Knowledge of the principles and techniques of installing and configuring personal computers, peripheral devices and networks.

Knowledge of desktop computer operating systems and system fundamentals such as memory, power supplies and troubleshooting techniques.

Knowledge of the use of standard software applications such as word processing, spreadsheet, email and database.

Knowledge of the West Virginia Lottery statutes and regulations relating to games security and use of proprietary third party data systems.

Knowledge of data processing principles and terminology.

Ability to install, configure and support personal computers and peripheral hardware devices.

Ability to install and configure software on personal computers and peripheral hardware devices.

Ability to diagnose and resolve information technology hardware and software problems; ability to diagnose and resolve local area and wide area network problems.

Ability to read and comprehend technical manuals and instructions.

**LOTTERY TECHNICAL SUPPORT SENIOR (CONT'D)****KNOWLEDGE, SKILLS AND ABILITIES (Cont'd):**

- Ability to relate technical information and concepts to employees with limited knowledge of personal computers, peripheral devices, software and networks.
- Ability to lead the work of other information technology employees; ability to train and mentor others.
- Ability to plan and implement information technology installation and upgrade projects.
- Ability to lift and move personal computers and peripheral devices and to install cabling and wiring in confined spaces.
- Ability to develop and coordinate user training on a statewide basis.
- Ability to develop and monitor personal computer and network security measures in a complex information technology environment.
- Ability to maintain effective working relationships with Lottery employees, vendors and state information technology officials.
- Ability to create detailed test scripts, document test activity and audit system reports to verify the integrity of system operations.
- Ability to understand complex system processes and communicates verbally and in writing with technical and non-technical personnel.
- Ability to keep immediate supervisor informed for pertinent information relating to job responsibilities.

**MINIMUM QUALIFICATIONS:**

**TRAINING:** An associate degree in information technology, microcomputer technology, or closely related field from a regionally accredited two-year or four-year college or university.

**SUBSTITUTION:** 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 experience installing and supporting personal computers, microcomputers and local and wide area networks OR five years experience managing and supporting an agency-wide document imaging program.

Established: 4/16/09

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