

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

Under general direction, manages the data processing operations of the Video Lottery Central Management System for the West Virginia Lottery. Responsibilities include advising vendor programmers on software upgrades or problems, computer operations, and personal computer support system development of the Video Lottery Central Management System. Directly, or through lower level supervisors, schedules work and sets unit priorities for the most efficient utilization of equipment and personnel. Resolves equipment problems and coordinates system usage by agency personnel. Provides technical advice and assistance to higher management. Works directly with independent testing lab consultants to ensure compliance of all hardware and software products related to Video Operations. Presents technical information at statewide meetings for system end users (Racetrack and Limited Video Operators, Retailers, and Technicians). Presents technical training information to Racetrack and Limited Video Security personnel. Background and credit investigation and security clearance required for employment. Performs related work as required.

DISTINGUISHING CHARACTERISTICS:

Video Lottery Support Specialist Manager is distinguished by the broad base of unit activities supervised. In the West Virginia Lottery central data facility, work is in an area of computer service with a large scope of duties which impact the planning, purchasing, and implementation of user agency systems. Video Lottery Support Specialist Manager is responsible for overseeing vendor programming and system development in addition to distribution, coordination, and/or support services including LAN management, network support, and personal computer support (both hardware and software) related to the Video Lottery Central System. The staff encompasses several units involved in separate agency program functions such as overseeing the supervision of a test lab and hot site.

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.)

Organizes, assigns, directs, and reviews the work of a group of professional or technical personnel in the operation of an agency data processing function.

Manages computer operations, Video Lottery test lab, and the Video Lottery hot site.

Plans work schedules and sets priorities for efficient use of available personnel and equipment.

Analyzes and establishes data processing unit procedures and work standards; sets standards for equipment maintenance and troubleshooting.

Advises staff on and coordinates the resolution of hardware and software problems.

LOTTERY VIDEO TECHNICAL SUPPORT MANAGER (CONT'D)

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the uses and potentials of modern data processing equipment and its respective advantages and limitations.

Knowledge of state purchasing rules and guidelines in order to assist, evaluate, and negotiate equipment and software procurement.

Knowledge of the principles underlying computer operations, modern business methods and procedures, concepts of process flow charting and evaluation, and appropriate business recovery principles and requirements.

Ability to work effectively with users, data processing personnel, and vendor representatives in resolving equipment and operations problems.

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

Ability to plan and supervise the activities of a unit of data processing personnel.

Ability to devise work and production schedules to meet user requirements as well as modify these same schedules to meet changing demands on personnel and equipment in emergency situations.

Ability to work effectively with agency officials and the general public.

Ability to communicate effectively orally and in writing.

Ability to evaluate equipment and operational problems and work with technicians to identify problems and formulate solutions.

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 above training on a year-for-year basis.

Experience: Five years of full-time or equivalent part-time paid experience in computer programming, office automation planning, purchasing and implementation of hardware and software, teleprocessing, system analysis, or supervision of computer operations, one year of which must have been in a supervisory capacity.

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

Established: 3/19/09

Effective: 5/1/09