

LOTTERY VIDEO TECHNICAL SUPPORT SUPERVISOR 2

NATURE OF WORK:

Under limited supervision, performs supervisory duties over the data processing operations of the Video Lottery Central Management system for the West Virginia Lottery. Specific unit activities include advising vendor programmers on software upgrades and problems; supervising computer operations; scheduling work and setting unit priorities for the most efficient utilization of equipment and personnel; resolving equipment problems and coordinating system usage by agency personnel; assisting management in the operation of the Video Lottery Central Management System. Background and credit investigation and security clearance required for employment. Performs related work as required.

DISTINGUISHING CHARACTERISTICS:

Video Lottery Support Specialist Supervisor 2 is responsible for overseeing the daily work of a staff involved in computer operations, support (both hardware and software) relating to the Video Lottery Central Management system. Employee is on call twenty-four hours per day, seven days per week.

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.

Supervises all computer operations.

Plans work schedules and sets priorities to make the most efficient use of available personnel and equipment.

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

Assists staff with and coordinates the resolution of hardware and software problems.

Reviews system expansion proposals and recommends the purchase of new equipment; may develop equipment specifications proposals or new system evaluation standards; may coordinate the installation of new equipment.

Sets up new and approved game software on the central system for Video Lottery gaming machines in the field in order for them to come into gaming on the Video Lottery Central System.

Supervises the processing of daily on-line (Traditional Games) transactions through the West Virginia Lottery's Internal Control System.

LOTTERY VIDEO TECHNICAL SUPPORT SUPERVISOR 2 (CONT'D)

KNOWLEDGE, SKILLS, AND ABILITIES:

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

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

Ability to plan and supervise the activities of paraprofessionals or technical 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 equipments 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 working 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: Four 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.

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

Established: 3/19/09

Effective: 5/1/09