

LOTTERY VIDEO TECHNICAL SUPPORT SPECIALIST 2

NATURE OF WORK:

Under general supervision, an employee in this class provides technical support by telephone with end users such as racetrack personnel, Limited Video Lottery Retailers, Limited Video Lottery Operators, Video Lottery Audit staff, and Video Lottery Security staff on Video Lottery machine hardware and software problems that occur in the field. Monitors and operates the Video Lottery Central system and performs the second level of problem determination. Directs calls to appropriate technical staff (Video Lottery Supervisor or Manager) when further assistance is needed. Answers questions regarding Video Lottery installations, setup, error messages, project status, system procedures, online transactions, system status, and downtime. Assists with special projects and the training of new employees. Background and credit investigation and security clearance required for employment. Performs related work as required.

DISTINGUISHING CHARACTERISTICS:

This level is distinguished by the size and scope of the projects and more responsibility for error identification and correction. Positions at this level may involve more complex and specialized assignments in the operation of the Video Lottery daily operations. At this level, all major processing, hardware, software, and installation problems are referred to the Operations Supervisor or Manager.

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.)

- Operates an online Video Lottery Central Monitoring System from a workstation to input machine data into a database for installation, control and financial reporting of Video Lottery gaming machines throughout the State.
- Monitors the central system and checks for system problems, machine problems, and communication problems.
- Assists with the training of new employees.
- Assists with the setup of racetrack and Limited Video Lottery projects.
- Troubleshoots problems regarding machine hardware, software, machine maintenance, repair, and communications by telephone with Video Lottery retailers, operators, security, and auditors.
- Enables and disables Video Lottery terminals.
- Prepares and balances spreadsheets for progressive games at racetracks.
- Processes and balances internal control system for Lottery online games.
- Troubleshoots non-reporting gaming machines and attempts to recapture any missing financial data.
- Processes, balances, and verifies progressive prize hits at the racetracks.
- Processes, balances, and verifies multi-state progressive games at the racetracks.
- Works on racetrack and Limited Video projects such as installs, moves, and software upgrades.

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KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of techniques and procedures used in the operation of computer equipment, including central system, printers, tape and disk drives.

Knowledge of the operation of the hot-site and disaster recovery procedures.

Knowledge of Window 2003 operating system, Linux, and SQL database.

Knowledge of the IBM RS6000 system and Unix operating system.

Knowledge of Excel spreadsheets and Access databases.

Ability to follow detailed oral and written instructions.

Ability to work effectively with users, data processing personnel, agency officials and the general public.

Ability to communicate effectively, orally and in writing.

MINIMUM QUALIFICATIONS:

Training: Graduation from a standard four-year high school or equivalent.

Experience: Three years of full-time or equivalent part-time paid experience in the operations of information systems and/or peripherals.

Substitution: Nine hours in computer science from a regionally accredited college or university or business or vocational training may substitute through an established formula for nine months of required experience.

Established: 3/19/09

Revised: 8/31/09

Effective: 8/31/09