



## Senior Information Systems Analyst (Supervisor)

*We're looking for energetic, creative, and talented employees to join our dynamic organization! We are a results-driven sales and marketing organization that contributes over \$1 billion to public education every year. If you are looking for an opportunity to make a difference and you are motivated to use your knowledge and experience to build a challenging and satisfying career – look no further! The Lottery strives to create a work environment that supports the growth and development of its employees and recognizes the contribution of each individual. We also offer a variety of development opportunities for our staff, on-site security, on-site restaurants, Golden One ATM, and free parking. What are you waiting for? Apply today!*

### Salary

\$6,299.00 – \$8,280.00

### Final Filing Date

June 1<sup>st</sup>, 2017

### Position Number

358-532-1340-911

**Please reference the position number in the “Job Title” section on the State application.**

### Questions About the Job

(916) 822-8158

careers@calottery.com

### Position Location

Information Technology Services Division  
Office of Infrastructure  
Infrastructure Administration Unit  
700 North 10<sup>th</sup> St. (Off Richards Blvd.)  
Sacramento, CA 95811

### Who Should Apply

Applicants must have current list eligibility for appointment to this class, be eligible for a Training and Development Assignment or be a State employee who has transfer eligibility or is currently in the Senior Information Systems Analyst (Supervisor) classification. Applications will be screened for eligibility and only those that best meet the requirements of the job will be considered. Appointment is subject to SROA/Surplus provisions.

### Why Apply?

The California State Lottery is looking for a talented support center supervisor with a can-do attitude and passion for figuring things out, getting things done, and making things happen. This place makes dreams come true every day while we enhance the educational experience of our California students. This is a unique opportunity for employment in the Gaming Industry while working towards a State retirement.

### What you will do...

Under the general direction of the Systems Software Specialist III (Supervisory), the Senior Information Systems Analyst Supervisor (SrISA Sup) has the responsibility for supervising staff within the Service Management Unit (SMU) of the Information Technology Services Division. The SrISA Sup's role is to oversee the intake, distribution, assignment and monitoring of incidents, service requests, and alert notifications initiated with the Service Desk Section of the SMU. This includes responsibility to maintain and monitor the daily operating schedule, allocate resources, and establish and enforce all procedures related to the identification, assignment, prioritization, and resolution of customer service requests. This position is responsible for establishing and enforcing reasonable performance expectations and first contact resolution standards for subordinate staff.

**Need more reasons to apply?** Come work in our award winning “Green” building with near-by walking trails and free on-site gym. We have free parking! Own an electric vehicle? We have electric vehicle charging stations. On our first floor, we have a Subway restaurant.

### Desirable Characteristics

Applicants applying for this position should have:

- Ability to supervise, coach, and mentor staff working both independently and in teams to perform assigned tasks.
- Ability to reason logically to perform analytical and supervisory tasks.
- Ability to lead complex desktop and mobile computing projects.
- Ability to prioritize and manage multiple tasks in order to manage time efficiently.
- Ability to work appropriately with confidential material.
- Ability to apply creative thinking to develop solutions.
- Bilingual skill desirable, but not required

**Equal Opportunity Employer:** The State of California is an equal opportunity employer to all regardless of age, ancestry, color, disability (mental & physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

**Background Investigation:** The California State Lottery Act provides that no person may be hired as an employee of the Commission if that person has been convicted of a felony or any gambling related offense. A background check will be required.