

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: NEW POSITION **XX** EXISTING POSITION

Agency
Number

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Kansas Lottery		9. Position No. K0228174	10. Budget Program Number		450
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Technology Support Consultant UNC Regular FLSA: Non-Exempt		
3. Division Information Technology			12. Proposed Class Title		Position Number K0228174
4. Section	For Use By Personnel Office	13. Allocation			
5. Unit		14. Effective Date			
6. Location (address where employee works) City Topeka County Shawnee		15. By	Approved		
7. (circle appropriate time) Full time XX Perm. 100% Inter. Part time Temp.		16. Audit Date: By: Date: By:			
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM To: 5:00 AM/PM	17. Audit Date: By: Date: By:				

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to relocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Number
Darren Dreier	Director of Information Technology	K0120659
Who evaluates the work of an incumbent in this position?		
Name	Title	Position Number
Darren Dreier	Director of Information Technology	K0120659

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

This individual is expected to proactively identify and carry-out work assignments associated with supporting Lottery users as well as supporting and configuring computers, mobile devices, printers and other related equipment. Employee is free to develop their own work sequences within established procedures, methods and policies. This individual must be able to resolve problems using analytical thought, knowledge of discipline, and troubleshooting protocols. Daily work is assigned by ticket requests coming into the Lottery ticket system and/or received via phone, email or in-person contact. Other assignments are given verbally and/or in writing with general objectives for desired outcome. Incumbent is responsible to proactively obtain requirements, understand the assignment and complete within agreed timeframes of the assignment.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:) **What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time	E – Essential Function N – Non Essential Function
	<p>This position is responsible to provide advise and assist Lottery staff in solving problems in a distributed computing environment. Work also includes and is not limited to providing training to end users, configuring and maintaining end user and system hardware and software and the installation and support of computer and storage hardware, system software, and office automation software packages. Incumbent may also assist in the planning, installation, and operation of the Lottery’s networks and providing network related technical support.</p>
1. 25 % (E)	<p>Help Tickets: Monitor Ticket Queues and responds to email, phone or in-person requests for assistance. Reviews and works requests/tickets and/or routes requests/tickets to appropriate IT personnel. Assists Lottery users with configuring and solving problems with their desktops, laptops, printers and mobile devices and with the use of same.</p>
2. 25% (E)	<p>Installs and Configurations: Follows documented procedures to configure PC’s, mobile devices and provision cellular services required. Installs equipment and assists users with access and use. Supports and resolves issues associated with Lottery systems.</p>
3. 25% (E)	<p>Applications and Systems: Supports, maintains, and operates Lottery technology systems and applications. This position is responsible for normal system support duties that includes and is not limited to backing up the data, monitoring the systems, restoring data, and loading production changes. Identifies and remediates issues found in vulnerability reports. Performs audits of hardware and software inventory.</p>
4. 20% (E)	<p>Servers: Performs daily duties on Microsoft Servers which includes and is not limited to backups, restores, creation and maintenance of user accounts, modifications to Active Directory. Administers user and computer accounts to ensure proper OS updates and virus protection. Installs hardware and software. Assists with network set-up, support and maintenance. Provides training and support to users.</p>
5. 5% (N)	<p>Meetings, Training, and Other Duties: Participates in lottery meetings and training activities. Be on-call nights, weekends, and holidays to support both draw officials, nightly batch processing, etc.. Performs other duties as assigned.</p>

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position Number

NA

23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- (X) Moderate loss of time, injury, damage or adverse impact on health and welfare of others.
- () Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

- **Error could cause undue disruption to agency operations, resulting in loss of monies for the state, disruption of retailer operations and related revenue losses.**
 - **Reputation and confidence in the Lottery may be damaged, which may result in loss of ticket sales and revenue.**
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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

- **Daily contact with agency management and employees, other agencies, computer vendors and consultants and the Online Gaming System Vendor to give and receive information, advice, recommend and otherwise consult on various agency requirements and systems issues.**
 - **Contact with Office of Information Technology (OITS) to consult, advice, and/or coordinate activities.**
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25. What hazards, risks or discomforts exist on the job or in the work environment?

- **Typical office environment. Sitting for long periods and extended PC use.**
 - **Exposure to computer monitors, computers, servers, and other network equipment and environments.**
 - **Heavy lifting (50 pounds or less), bending, cable work, installation of hardware and desktop devices.**
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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Daily Use of:

- **Ticket system, monitoring/management software and tools related to switches, routers, virtual and standalone systems and interfaces**
- **Personal computer, tablets, mobile smart phone devices, printers and other computer hardware and software**
- **Copier, scanner, fax machines**
- **VoIP and analog telephone equipment**

Frequent Use of:

- **State vehicle**
- **Audio-visual equipment**

PART III - To be completed by the department head or personnel office

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education – General

- **High School Diploma or equivalent and one-year experience advising and assisting computer users required. Education and/or coursework may be substituted for experience.**
- **Associates Degree in information technology with an emphasis on user support and information systems preferred. Work experience as deemed relevant by the agency may be substituted for the preferred degree.**

Education or Training - Special or professional

- **Hardware and software technical support experience required.**
- **Strong documentation and communication skills required.**
- **Microsoft Office products experience required.**
- **Customer service/Help desk experience required.**

License, certificates and registrations

- **Valid current Class C Kansas driver's license at time of hire and throughout employment required.**
- **A+ Certified preferred.**
- **Microsoft certifications preferred.**

Special knowledge, skills and abilities

- **Demonstrated ability to work with diverse group of users and retail partners with varying levels of computer experience required.**
- **Knowledge of Helpdesk concepts and demonstrated ability to work with same required.**
- **Knowledge of PC/mobile device/hardware and software support and configurations and demonstrated ability to work with same required.**

Experience - Length in years and kind

- **Preferred: Two years of relevant work experience. Successful completion of an applicable certification program may be substituted for preferred experience.**

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

- **Must pass extensive background prior to hire and subject to periodic updates.**
- **Subject to tax clearance upon hire and periodic updates.**
- **Employees of the Kansas Lottery and designated family members are subject to the provisions of the Kansas Lottery Act, K.S.A. 74-7801 et seq, and the Kansas Expanded Lottery Act, K.S.A. 74-8733 et seq.**
- **Must complete Form I-9 upon hire and update and/or re-verify as required.**
- **By law, any person who holds or has held a license with the Kansas Racing and Gaming Commission may not be employed by the Kansas Lottery within five years after last holding such license.**

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date