OKLAHOMA LOTTERY COMMISSION

Job Description

Network Support Specialist

Department/Division:	Operations
Reports To:	Director of Sales and Operations
Date Adopted:	8/1/2014 (revised 6/22/18)

PART I: DESCRIPTION OF POSITION

Position Purpose: This position is assigned responsibilities for assisting in the administration of networking hardware and server installation/maintenance requirements for the Oklahoma Lottery Commission. This position may also be assigned responsibility to maintain network and server configurations as well as software acceptance testing.

Principal Activities: The principal activities include the following:

General

- Diagnose and troubleshoot problems with applications, software, client workstations, servers, network components, office automation equipment and devices, and related systems and devices; identify causes of and resolve technical problems; provides training and assistance to users in the operation and application of systems.

- Prepare and submit recommendations for systems improvement and plans and assists in the implementation of new or modified systems, processes, and programs.

- Evaluate systems performance and efficiency relating to both current and future workload requirements; evaluate hardware performance and efficiency concerning current and future workload requirements.

- Coordinates with vendors, contractors, lottery technical staff, or others to plan, design, and implement new applications, modifications or improvements as needed

- Modifies, tests, and corrects existing programs and evaluates and tests vendor-supplied software packages to determine compatibility with existing system, ease of use, and if software meets user requirements.

- Prepares program documentation to support new or enhanced systems and applications.

- Conduct or coordinate user acceptance, performance stress, regression and integration testing.

- Assist in preparing Commission long-range data processing and telecommunications plans as required by law.

- Confers with computer operations, user, and vendor representatives concerning database requirements, system performance, software maintenance, capacity planning and data security requirements.

- Designs, develops, and maintains computer networks, operating systems, and related services such as equipment installation and coordination of services.

- Ensure compliance with OLC and MUSL policies, requirements, and procedures and with state laws that are necessary for effective operations and system integrity.

- Identifies necessary information technology resources, including new and replacement computer equipment, hardware and software; prepares RFPs as required; evaluates bid proposals and recommends selection of suppliers, vendors and contractors for goods and services as needed; negotiates terms and conditions of supplier and vendor contracts.

- Plans, organizes, manages and coordinates systems analysis, programming, computer operations and PC LAN/WAN activities.

Networking

- Implement and support networking devices configuration and installation.

- Troubleshoot networking issues as they occur, documenting steps taken to resolve them.

- Monitor network performance and develop plans for recovery, reconfiguration and optimization of the network. Maintain network uptime and reliability.

- Identifies necessary information technology resources, including new and replacement computer equipment, hardware and software.

- Research and stay current on the latest networking technologies.

Server Support

- Work closely with other members of the Operations Division in the design, installation, configuration, connectivity, testing, notification process, error resolution, backup and support of the servers.

- Develop and maintain system administration documentation for the development, testing and production environments, adhering to established standards and procedures.

- Responsible for server software up-grades, security patches and application testing.

- Manage and ensure the security of the directory services and file storage servers.

Other

- Assist in the lottery's internal software development and programming efforts.

- Prepare detailed workflow charts and diagrams to illustrate sequence of steps that programs must follow and to describe input, output and logical operations involved.

- Confer with supervisor and lottery staff to resolve questions of program intent, data input, output requirements and inclusion of internal checks and controls.

- Analyze, review and rewrite programs to increase operating efficiency or to adapt program to new requirements.

- Study existing information processing systems to evaluate effectiveness and develop new systems to improve production or workflow as required.

- Provides operational/technical support to lottery drawing process.

- Perform other related duties as assigned.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Conflict of Interest: All Oklahoma Lottery Commission employees are prohibited from having a financial interest in any vendor doing business or proposing to do business with the Commission. They may not participate in any decision involving a retailer with whom they have a financial interest. If they leave employment with the Commission, they may not represent any vendor or lottery retailer before the Commission for a period of two (2) years following termination of employment with the Commission.

Background Investigation: Oklahoma Statutes require that a background investigation be conducted on each applicant who has reached the final selection process prior to employment by the Commission at the level of division director and above and at any level within any division of security and as otherwise required by the board of trustees of the Oklahoma Lottery Commission. The Commission shall pay for the actual cost of the investigations. The results of a background investigation shall not be considered a record open to the public pursuant to the Oklahoma Open Records Act. The Commission is prohibited from employing any person who has been convicted of any felony or a misdemeanor involving illegal gambling or involving moral turpitude, or any person who is awaiting sentencing on a plea of guilt or nolo contendere to such a felony or misdemeanor.

PART II: KNOWLEDGE AND BACKGROUND REQUIREMENTS

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position. Some travel may be required. May require that employee has a valid driver's license and personal auto insurance.

Preferred Education and/or Experience: Bachelor's degree in Computer Science; with three years experience in networking, server support, software development; or an equivalent combination of education and experience, substituting one year of qualifying experience for each year of the required education.

Language Skills: Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.

Mathematical Skills: Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory and factor analysis.

Reasoning Ability: Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Literacy: Proficiency in standard desktop applications and specialized analytical software. Knowledge of various types of hardware and communications/office equipment. Knowledge of Windows and Mac environments preferred.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel. The employee frequently is required to stand, walk, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, crawl, climb, or balance. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distant vision, depth perception, and ability to adjust focus.

Work Environment: The work environment of characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, or public/private vehicles, for example, use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.