



Job Title: **Technology & Analytics Manager**
Reports To: Director of Internal Controls & Contract Compliance
Position Status: Exempt

Overview

The Technology & Analytics manager serves as the process owner for all ongoing activities that serve to provide appropriate access to and protect the confidentiality and integrity of customer, associate, and business information in compliance with organization policies and standards.

Job Responsibilities

- Assists in identifying technology risks and evaluating the efficiency and effectiveness of the technology make-up and controls;
- Performs regular testing and monitoring of information security systems, including access control;
- Performs periodic audits to ensure security policies and procedures are being followed, providing recommendations, as necessary;
- Assists in the development of the Annual Audit Plan by identifying the organization's risk areas;
- Performs audit procedures per defined Audit Programs, which includes the identification of issues, development of testing criteria, review and analysis of evidence, and documentation of processes and procedures;
- Identifies and documents audit issues and recommendations using judgment revolving areas under review;
- Demonstrates proficiency in applying information systems audit principles, skills and techniques in reviewing and testing computer applications and information systems technology of varying complexity utilized by the Lottery;
- Applies internal control concepts in a wide variety of information technology processes and appropriately assesses potential exposures as a result of ineffective or incomplete control practices;
- Assesses overall information security risk for the Lottery;
- Conducts information systems audit engagements including planning, development of audit programs, testing and evaluation, and reporting of audit results;
- Conducts data extraction, analysis and security reviews;
- Prepares, maintains, and updates files and logs following prescribed methods;
- Assists with and monitors various drawing activities, including 2nd Chance Drawings;
- Assists with coordinating various external audits, including bi-annual Security Audit and MUSL Compliance Audits;
- Monitors various physical security tasks, including drawing security, game testing, validation file loads, vendor validation control, and access control;
- Monitors various information technology tasks, including Webwasher administration, NetIQ administration, paperstock software, and SafeStick maintenance;
- Updates, implements, and oversees security orientation materials for new hires;
- Performs other related tasks as assigned.

Job Requirements

- Bachelor's degree with a major in accounting, or with a related business field; or equivalent combination of education and experience;
- A minimum of five (5) years of experience in auditing, accounting, or program evaluation, including two (2) years experience conducting information technology audits;
- CISA, CPA or CIA certification is preferred;
- Ability to work with minimal supervision while exercising independent judgment and confidentiality;

- Considerable knowledge of and skill in applying internal auditing and accounting principles and practices, management principles, and preferred business practices;
- Knowledge of management information systems terminology, concepts, and practices;
- Thorough understanding of the financial, operational and compliance risks which affect information systems design, modification, and processing activities.



Job Title: **Quality Control Specialist**
Reports To: Director of Internal Controls & Contract Compliance
Position Status: Exempt

Overview

The Lottery utilizes a private sector vendor (Provider) to provide operational functions including sales, marketing and distribution. The vendor is responsible for providing and maintaining the Lottery's gaming system. The Quality Control Specialist is responsible for acting as a liaison between the Lottery and the Provider on all technical issues, including all gaming system upgrades and developments. The Quality Control Specialist will be responsible for using the information gathered from the Provider and determining how it affects ICS and other Lottery operations. He/she is also responsible for all Quality Control testing and review on behalf of the Lottery. The Quality Control Specialist will be the key decision-maker regarding Lottery Information Technology, particularly as it relates to Provider issues.

Job Responsibilities

- Serves as Lottery's liaison with Provider on all gaming, ICS, and other related information technology issues;
- Performs/reviews all quality control testing on behalf of the Lottery;
- Works side-by-side with Provider on testing of draw games, coupons, promotions, etc. to ensure that these initiatives test properly;
- Maintains primary relationship with ICS vendor;
- Works closely with Provider and ICS vendor to ensure continuous system up-time and the highest level of operation efficiency;
- Manages information gleaned from Provider and ICS vendor related to information technology and ensures appropriate communication within Lottery;
- Responsible for ensuring adequate ICS testing occurs for any software changed made by Provider or ICS vendor;
- Monitors on-going ICS maintenance;
- Manages support for resolution of all ICS issues, including on-call rotation for after-hours support;
- Serves as primary source of contact for draw game issues related to ICS;
- Responsible for technical needs analysis for the organization;
- Loads new instant games for Security Department to test prize structures prior to release for shipment;
- Maintains responsibility for ADM and ensuring coding is acceptable and certified in appropriate time for launch of games;
- Determines, directs, and oversees system installations, upgrades, and replacements for the organization as it relates to Information Technology;
- Develops policies and standard operating procedures, ensuring compliance with the ISA and Operating Standards;
- Manages the Information Technology budget with strategic knowledge of upcoming key initiatives;
- Performs other required tasks as assigned.

Job Requirements

- Bachelor's degree or other technical discipline in a computer related field from a four-year college or university; or equivalent combination of education and experience;
- Four (4) years working experience in monitoring of on-line computer systems and performing nightly processing;
- Must be willing to work varied shifts, as needed – including days, weekends, and nights;
- Ability to use good judgment in making decisions;
- Self-motivated and able to handle multiple tasks and priorities to ensure customer satisfaction;
- Excellent verbal and written communication skills.



Job Title: **Technical Support Analyst I**
Reports To: **Analytics & Technology Manager**
Position Status: **Exempt**

Overview

The Technical Support Analyst I is the first point of contact for the troubleshooting, supporting, and problem solving of end-user hardware and applications. This position also assists with the planning and execution of departmental projects, acts as a Lottery's liaison with the Indiana Office of Technology (IOT) and the Lottery's gaming vendor, and assists with support of the Internal Control System (ICS).

Job Responsibilities

- Serves as a Lottery's liaison with IOT in all system, Help Desk, and other issues;
- Offers ICS support including testing and maintenance,
- Assists with support in all ICS issues, including on-call rotation for after-hours support;
- Offers support to security for any ADM questions or maintenance;
- Responsible for any and all changes/updates to SharePoint;
- Provides support to users of Dynamics GP (Great Plains);
- Establishes relationships and communicates with third party vendors including copiers and cellular;
- Contributes in the planning and execution of departmental projects as assigned by management;
- Performs other required tasks as assigned.

Job Requirements

- Associate's degree or other technical discipline in a computer related field from a four-year college or university; or equivalent combination of education and experience;
- Two (2) to four (4) years working experience in Desktop and Network Support;
- Knowledge of basic network troubleshooting, Microsoft Windows OS, Microsoft Office, PC Hardware, Peripherals, Wireless Technology;
- Self motivated and able to handle multiple tasks and priorities to ensure customer satisfaction;
- Excellent verbal and written communication skills.