Job Announcement
IT Information System Technician

The Idaho Lottery is seeking an IT Information System Technician to monitor and manage day to day operations of the computer network including personal computer workstations, network server, email server, Internal Control System, and communication software and hardware with in-depth knowledge of PC hardware and software support. Required to troubleshoot problems, answer questions from users and provide training as needed. This position oversees and tests all changes made to internal and external software impacting Lottery users, retailers, players and employees.

Some of the duties of this position are:

- Complete processing of Internal Control System (ICS) draws, balance between ICS and vendor reports

- Update sales counts, draw manager Multi-State draw book, Multi State Automated Reporting System (FLEX)

- Complete daily backups on ICS, network and cloud based O365 servers

- Monitor development, acceptance testing and troubleshooting vendor lottery application software

- Verify H&W file transfers from State of Idaho to Lottery back-office system and maintain batch scripts

- Test reports and functions on vendor back office, terminals, vending machines

- Verify tax lien report from State of Idaho to back office and maintain batch scripts

- Balance and transfer Sweep and ACH reports to financial institution

- Load scratch games and configure for allocations

- Participate in weekly vendor/Lottery status meeting

- Perform maintenance and data clean-up for mail, network, and IVR servers

- Perform maintenance and data clean-up for ICS servers

- Verify and install anti-virus updates

- Perform monthly backups for network

- Monitor, install and maintain system patch levels and updates

- Manage supplies for control room printers

- Load and configure new PullTab and TouchTab games

- Run, test, verify and send 1099 Files to State Tax Commission

- Run, test, verify and send W2G files to the Internal Revenue Service

- Test new applications on IVR server for new games/promotions

- Install PCs for new and existing users

- Create, manage and remove networks users, including BOS users

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- Work with ICS vendor to maintain and install ICS software updates

- Write and perform test scripts for new and existing on-line games

- Troubleshoot PC, mobile, mail and server issues

- Provide 24/7 on call support, every other week

Qualifications & Requirements:

- Minimum of 3 years' experience in computer networking and management

- Experience with hardware and software installation, troubleshooting hardware, software and end user support.

- Ability to recommend and implement new IT solutions, applications and system software.

- Good working knowledge of communication routers and firewalls

Preferred Qualifications:

- Working knowledge of lottery software and regulations

- Experience with Exchange mail platform, Windows Server 2016 and 2019, Microsoft O365 Office products, Intune and Azure

Supplemental Information

To be hired, candidates:

- **Must successfully pass criminal, credit, and public records background checks conducted by the Idaho Lottery.**
- **Must successfully pass pre-employment and random ongoing drug tests.**

Benefits:

The State of Idaho offers a robust total compensation package, including medical, vision, and dental insurance; PERSI retirement benefits; paid sick, vacation, and parental leave; and 11 paid holidays per year. For additional information related to benefits and/or State programs, please visit https://dhr.idaho.gov/StateEmployees/Benefits.html

EEO/ADA/Veteran:

The State of Idaho is committed to providing equal employment opportunities and prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities and prohibit discrimination against all individuals based on their race, color, religion, political affiliation or belief, sex, national origin, genetics, or any other status protected under applicable federal, state, or local laws.

The State of Idaho is committed to access and reasonable accommodations for individuals with disabilities, auxiliary aids and services are available upon request. If you require an accommodation at any step in our recruitment process, you are encouraged to contact (208) 334-2263 (TTY/TTD: 711), or email ada.coordinator@dhr.idaho.gov.

Preference may be given to veterans who qualify under state and federal laws and regulations.

If you wish to apply, please visit:
https://statecareers.idaho.gov/jobs/14712964-it-information-system-technician

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