

Position Title	Senior Gaming and Web Application Analysis Officer
Position Number	Generic
Salary and Level	Level 5 PCSCAA 2021
Reports to	Manager Application Support and Analysis (LEVEL 7)
Direct Reports	N/A
Last Updated	April 2022

The Organisation

Lotterywest is the only State Government owned and operated lottery in Australia, where all the available profit is returned to Western Australians through community and statutory grants. Lotterywest has supported the Western Australian community for over 80 years. Its vision is to 'build a better Western Australia together.'

Lotterywest is the employing agency for Healthway, which is the only State Government agency dedicated to health promotion. For over 30 years Healthway has been providing grant funding to sport, arts and racing organisations, community activities, and to health promotion projects and research. Health way's vision is for a 'healthy and more active Western Australia.'

About the Technology Services Business Unit

Technology Services is responsible for the technology services and support IT functions across all areas of the Lotterywest and Healthway businesses. The area is also responsible for the overarching compliance, change management and technology partner services for Lotterywest gaming and Lotterywest and Healthway grant management systems. In doing its work, the Technology Services team works collaboratively across the organisation to ensure technology business needs are met.

The business unit is undertaking transformation in the way it delivers services, consistent with the Board endorsed strategic direction. This is with the purpose to deliver an agile, scalable, responsive team and digital business operating model, including investment in cloud services, focused strategic vendor management and contemporary digital solutions to deliver on current and future business outcomes.

Key Focus Areas of Position

Reporting to the Manager Application Support and Analysis, this role significantly contributes to the efficient and effective development, operation and support of the business critical and highly visible (public) Web and Gaming systems at Lotterywest. The role requires expertise across a range of Gaming and Web applications including BOS, LOTOS, Horizon, Player Pulse, CANVAS, Online sales channel and the associated end point device software(eg Photon, Genion, Gablet).

The role has the following key areas of focus:

- **Gaming/Web Systems Enhancements** - Management throughout the full lifecycle of enhancements
- **Gaming/Web Systems Support** - Technical support, analysis and troubleshooting of system issues
- **Stakeholder Relationships** – Builds and maintains strong business relationships in the provision of Gaming/Web systems improvement and support

Key Responsibilities

- Manages the full lifecycle of enhancements, including development, interpretation, analysis and review of business requirements, functional requirements, functional specifications, test cases and deployment

- Plans, coordinates and executes the testing and deployment of Gaming and Web Systems enhancements
- Manages the technical requirements of system changes / enhancements from identification through to implementation / resolution
- Coordinates activities relating to the enhancements of Gaming and Web Systems with developers, vendors and users
- Defines and drives framework, processes and execution of Gaming and Web systems support for end users across the organisation, including working with external vendors
- Develops and adheres to the quality assurance processes and procedures relating to software development and testing
- Contributes to the future state of Gaming and Web systems by identifying improvement opportunities from throughout the business
- Identifies and reports on trends across systems to help drive more effective management and resolution of issues
- Analyses and translates business requirements into functional requirements describing how a system should work from a functional (system) perspective
- Develops and fosters effective relationships with team members, staff and essential stakeholders across a highly dynamic and collaborative environment

Mandatory/Special Role Requirements

Drivers Licence
Police Clearance
After hours work (occasional)
On Call

Essential Selection Criteria

1. Considerable experience and knowledge in solving technical problems and supporting real-time critical Gaming, Web or comparable systems
2. Demonstrated knowledge and experience of methodologies and standards required for effective information systems development, testing, implementation, operation and support
3. Demonstrated experience successfully managing concurrent system issues and enhancements across multiple environments
4. Demonstrated experience in undertaking testing activities for projects or maintenance of complex IT environments, including test development, execution, monitoring & reporting
5. Demonstrated experience identifying and managing risks, and recommending solutions in relation to web, gaming or comparable systems
6. Proficient with defect tracking and test management toolsets to support development processes
7. High level interpersonal and communication skills and the ability to work collaboratively across teams and with relevant stakeholders

Authorised by:

CAROLINE NIEWIAROWSKI-FISH
CHIEF INFORMATION OFFICER