



Position Title	Technical Operations Officer
Position Number	Generic
Salary and Level	Level 3 PCSCAA 2021 plus 24% Shift Allowance
Reports to	L6 Manager Server Room
Direct Reports	N/A
Last Updated	Jan 2023

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. Healthway'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 Senior Server Room Officer, this role contributes to the operational shift activities of Lotterywest's Gaming Systems. In the operational shift environment this role is supervised by the Level 4 Technical Operations Officer.

The role has the following key focus areas:

- **Customer service** – Provides high levels of customer service with a strong focus on customer satisfaction and high quality service delivery
- **Technology support** - Provides high levels of service desk support both internally and externally
- **Technology reliability** – Ensures internal and external technology systems are well supported
- **Relationship management** – Develops and maintains productive partnerships with internal and external stakeholders

Key Responsibilities:

- Monitoring real time transactions, data communication, hardware, software, and physical environmental systems to ensure the availability of key operational systems

- Perform and monitor key operational systems, process, activities and requests relating to the business and its products, to meet business objectives
- Identify and assist with resolving and recording of technical and operational problems, whilst working in a team to provide evidence base solutions for consideration towards resolution
- Recording of operations duties and incidents with a high level attention to detail
- Escalation of identified issues to the Technical Operations Officer (Level 4)
- Conduct operational end user and customer acceptance testing of new functionality of software releases and assists with implementation and updating of systems, processes and instructions
- Prepare accurate and precise data on all aspects of business systems for the purpose of reporting outcomes of activities and incidents
- Assist in the training and development needs of other computer operations staff
- Perform regular reviews of operational processes, work instructions and checklists to align with business objectives and industry standards
- Other duties as required

Mandatory/Special Role Requirements

- Perform shift work to cover operational hours over a 7 day period
- Required to be available for out of hours contact for problem resolution
- Driver's License (Western Australian C Class Drivers Licence or equivalent minimum)
- Pre-employment psychometric assessment
- Police Clearance

Essential Selection Criteria

1. Supported practises with the monitoring of real time transactions, data communication, hardware, software, and physical environmental systems in an On-line environment
2. Good conceptual and analytical skills to be able to identify, resolve and record technical and operational problems when under pressure within a shift environment to achieve desired outcomes
3. Demonstrated experience in identifying, analysing and providing evidence based solutions for recommendations on incidents and improvements
4. Experience in coordinating and communicating operational activities, processes, and tools for supporting availability of systems in an online environment
5. Proficiency in testing key functionality of software, including implementation, updating and changing key operational procedures to align the changes identified.
6. Sound communication skills with an ability to communicate in a clear and concise manner both verbally and written

Authorised by:



**CAROLINE NIEWIAROWSKI-FISH
GENERAL MANAGER INFORMATION SERVICES**

Date: 30 January 2023