



LOTTERY & CHARITABLE BINGO DIVISION

Working title: Daytime Computer Operator

Class title: Information Technology Support Specialist II

Posting No.: 0905-26

Opening Date: 10/22/2025

Closing Date: Open Until Filled

Location: Bush Building, 1801 Congress Ave., Austin, TX 78701

Class Code: 0229

FLSA: Non-exempt

Salary Group/Salary: B16, \$40,918.08- \$61,129.92/yr.

Division: Information Technology

Number of positions: 1

General Description

Performs moderately complex (journey-level) technical computer and peripheral work involved in the operation of the Lottery's computer operations center and communications network. Work involves monitoring, controlling operation, and analyzing of command files that control peripheral assignment and run sequences; assisting in developing operating procedures and standards; and assisting in the training of other computer operators. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. This position reports to the Operations Manager.

Essential Job Functions

- Monitors operation of the Lottery's computer operations center and communications network equipment.
- With the use of operating procedures and checklists, performs all operator functions required.
- Performs agency disaster recovery procedures.
- Assists in planning and site preparation regarding changes to computer, network, and site configurations.
- Completes problem detection reports and e-mails appropriate personnel of any problems and/or resolutions.
- Maintains the distribution list of all input and output handled by Computer Operations.
- Monitors operating systems for program and/or equipment failures, abnormalities, and/or problems and reports them to appropriate personnel.
- Monitors consoles or similar devices for indicators that detect inefficient performance or malfunctions and initiates corrective actions.
- Monitors all environmental controls and alarm systems.
- Prepares, creates, updates, and maintains written procedures, operating records and reports, and communication status logs pertaining to the successful operation of all production routines.
- Performs operational tasks such as cleaning equipment and performing preventive maintenance.
- Assists with the scheduling of vendors and operators, the cleaning and maintenance of equipment, and maintains maintenance schedules and logs.
- Monitors web update program to ensure proper posting of Texas Lottery pretests and winning numbers results to the Texas Lottery website.
- Serves as a substitute for operators on any shift in the event of unplanned absences.
- Assists with helpdesk and customer technical support.
- Assists with setting up computers and other office equipment for employees.
- Performs other related duties and projects as assigned.

Required and Preferred Qualifications

- Graduation from a standard senior high school or GED equivalent is required.
- Two years experience in the operation of computers, peripheral equipment, and data communications networks is required.
- Willingness to work irregular hours, including weekends, evenings, and holidays is required. (Work schedule is Wednesday – Saturday, 7 hours on Wednesday and 11 hours on days Thursday-Saturday.)
- Experience providing helpdesk and customer technical support is preferred.
- Experience with Microsoft Office (Outlook, Word, and Excel) and Microsoft Teams is preferred.

Knowledge, Skills, and Abilities

- Knowledge of computer applications, of capabilities and limitations of computer equipment, of automated communications systems, and of safe operation and use of electronic test equipment.
- Ability to use and operate computer equipment.

- Ability to communicate effectively with co-workers, both verbally and in writing.
- Ability to work effectively and establish working relationships with co-workers, management, Lottery vendors, and other inter-related agencies.
- Ability to recognize, analyze, and solve work problems and technical issues.
- Ability to analyze systems and procedures.
- Ability to work well in a team environment.

Physical and Mental Requirements

- Must be able to sit or stand for extended periods of time.
- Ability to occasionally lift, carry, and manipulate equipment up to 50 pounds.

Military Occupational Specialty Codes:

Veterans, Reservists, or Guardsmen with a MOS or additional duties or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are encouraged to apply.

Additional Military Crosswalk information can be accessed at:

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_ComplianceInspectionandInvestigation.pdf

HOW TO APPLY

State of Texas applications may be submitted electronically through the Texas Workforce Commission's workintexas.com online system by the closing date stated on the job posting. Applications may also be downloaded through TDLR's website <https://www.tdlr.texas.gov/careers/> and emailed to jobs@lottery.state.tx.us or faxed to 512-344-5240. For applications submitted via email or fax, please list the job posting title and job posting number in the subject line. Applications submitted via email or fax must be received by 5:00 p.m. of the posting's closing date. When a job posting is listed as "Open Until Filled", it is best to apply as quickly as possible, as the posting may close or be placed on hold at any time with or without prior notification. Applications will NOT be accepted via mail or hand delivery. Incomplete applications will not be considered. A resume in lieu of application will be rejected. Additionally, an application with "see resume" within the summary of experience is considered incomplete and will be rejected. Submit a copy of degree if in lieu of experience/skills requirement. To receive Military Employment Preference for any position, submit a copy of the DD214 or DD1300 with application. Applicants are solely responsible for timely delivery of applications by the deadline. All applicants must submit a thoroughly completed application, answering all applicable questions. Applications must contain complete job histories, which includes job title, dates of employment, name of employer, supervisor's name and phone number and a description of duties performed. If this information is not submitted, your application may be rejected because it is incomplete.

SELECTIVE SERVICE REGISTRATION

In accordance with legislation effective September 1, 1999, male candidates aged 18 to 25 are required to show proof of selective service registration (or exemption) prior to an offer of employment. Such proof is not required to be filed with an application but must be provided upon request by the Human Resources office.

E-VERIFY

This employer participates in E-Verify and will provide the Social Security Administration (SSA) and if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation. If you are scheduled for an interview and require reasonable accommodation in the interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request.