

Pennsylvania Gaming Control Board

VACANCY ANNOUNCEMENT

“AN EQUAL OPPORTUNITY EMPLOYER”

POSTING DATE: 7/29/2021

CLOSING DATE: Until Filled

**POSITION TITLE: Director of iGaming
Compliance Operations,
Bureau of Gaming
Operations**

POSITION #:

**LOCATION: Commonwealth Tower 10th Floor
Strawberry Square
Harrisburg, PA 17106**

TYPE OF SERVICE: Non-Civil Service

**WORK HOURS: 8:30 – 5:00, 37.5 hours
weekly**

**PAY SCALE GROUP: GM08
Salary begins at \$96,926**

DEFINITION:

This is managerial, professional, and administrative work in directing the application of programs, compliance and controls for interactive and mobile gaming (iGaming) conducted by licensed gaming entities regulated by the Pennsylvania Gaming Control Board (PGCB or Board) to ensure the integrity of gaming.

An employee in the job plans and directs, through subordinate or other PGCB staff as appropriate, the compliance monitoring and control activities of iGaming licensed entities in accordance with law, regulations, rules, approved internal controls, policies, and procedures. Work involves guiding and directing activities involved in the evaluation and verification of iGaming programs, software, platforms, and games in conjunction with the Director of Gaming Operations, Director of Sports Wagering Operations, and Office of Gaming Laboratory Operations. The employee, in coordination with other Board staff, develops or guides policies, procedures, standards and guidelines for activities relative to iGaming conducted by licensed gaming entities authorized by the Board. An important aspect of this work is the responsibility for the integration of the iGaming compliance monitoring and control work with other bureaus or offices in the Pennsylvania Gaming Control Board, and with the overall mission and duties of the Board. Work includes the review of release notes provided by licensed gaming entities; review of revenue reports, tax returns, master games lists and IT security audits; review and comment regarding internal controls; directing review and inquiries into patron complaints; monitoring interactive gaming websites through use of test accounts and back office access; ensuring regulatory adherence; reviews incident reports and other required reports from interactive gaming licensees; and review of hashtags to ensure approved games are being offered to the public. Work also involves interpreting assignments, rules, regulations, policies and procedures for employees, making assignments, determining workflow or priorities, reviewing and evaluating subordinate(s)' work performance, preparing and signing performance evaluation reports, interviewing and recommending employee selection, reviewing and resolving employee grievances and

complaints, evaluating training needs and administering discipline. An employee in this job participates in meetings, hearings and conferences with gaming principals and key employees, attorneys, Board members and the public. Work includes travel to conduct iGaming oversight activities, to participate in iGaming launches or to represent the Board in meetings, hearings, and public forums. The Director of Gaming Operations assigns work to the Director of iGaming Compliance Operations in the form of broad goals and objectives, and the employee exercises considerable judgment in determining priorities, goals, and objectives in conjunction with other directors, supervisors, or managers. Work is reviewed through conferences, reports, and briefings.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classified to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Develops and implements policies and procedures with regard to compliance monitoring and reporting for iGaming and integrates activities with the overall mission of the Pennsylvania Gaming Control Board, in conjunction with other bureaus or offices.

Evaluates and verifies iGaming programs, platforms, software, and games to ensure compliance with law, regulations and controls and as needed, refers matters or issues to other entities within PGCB to ensure appropriate action is taken by PGCB.

Directs and guides the planning, prioritization, and organization of work.

Guides subordinates in addressing and resolving patron complaints and questions; reviewing interactive gaming internal controls; monitoring websites through the use of test accounts and back office access; ensuring adherence to regulations; reviewing and tracking release notes, and reviewing hash tags to ensure licensees are hosting approved games.

Supervises, guides, and directs subordinate staff in the oversight of compliance monitoring activities related to licensed iGaming operations and activities as well as the oversight of staff engaged in verifying or evaluating the play and operation of approved games.

Reviews and/or approves completed reports or records maintained or submitted by subordinates including but not limited to violations of laws, rules, regulations or approved internal controls, patron complaints and suspicious activities.

Applies regulations, policies, procedures, standards, and objectives of program activities for subordinates or other PGCB personnel regarding iGaming.

Assists in the review and evaluation of internal controls and audit protocols of iGaming.

Provides input into the review and approval of gaming operations' internal controls.

Reviews and analyzes information, reports, and other communications to determine trends and effectiveness.

Reviews and analyzes programs, platforms, software and games for internet or mobile gaming planned or proposed by licensed gaming entities for recommendation of approval to the Executive Director through the Director of Gaming Operations.

Works with the Board's Office of Enforcement Counsel and Bureau of Investigations and Enforcement staff on all matters of mutual interest including the procurement of criminal complaints and dockets for hearings involving licensed gaming personnel.

Serves as a liaison of the Board with numerous internal and external contacts including but not limited to gaming industry management employees and gaming manufacturers, legislators, Department of Revenue employees, and other entities within PGCB.

Works with the Board's legal staff to determine proper interpretation and implementation of laws and regulations governing iGaming in Pennsylvania.

Prepares letters, reports and correspondence for Board members, officials, attorneys, internal enforcement staff and counsel, supervisors, employees, other staff of the Board, gaming operators and the public.

Provides testimony before PGCB's Office of Hearings and Appeals, the PGCB Commissioners, Chief Counsel, Executive Director and other courts of law or hearing forums.

Evaluates employee performance and prepares and signs employee performance reviews.

Receives complaints and grievances and resolves or recommends resolutions.

Interviews prospective applicants and recommends employee selections.

Receives, reviews, and approves/disapproves time tracking reports, leave requests and travel expenses from subordinates and manages overtime.

Investigates or aids in investigating complaints involving misconducts by bureau employees and recommends corrective action when necessary.

Works collaboratively with other organizational units and coordinates the work of subordinate employees to ensure efficiency and consistency across the agency.

Evaluates training needs of bureau staff and requests and/or recommends training courses for bureau staff.

Applies and guides implementation of contractual and administrative rights and obligations for subordinate staff.

Employee in this class may participate in the performance of their subordinates' work consistent with operational or organizational requirements including but not limited to conducting extremely sensitive or complex compliance activities or for the purposes of instruction.

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES:

Knowledge of information technology principles and practices.

Knowledge of business and system process analysis methods.

Knowledge of computer programming techniques.

Knowledge of system design and system flow concepts.

Knowledge of information technology architecture and design.

Knowledge of server and platforms.

Knowledge of the laws and regulations governing the gaming industry in Pennsylvania.

Knowledge of the techniques of information gathering and report writing

Knowledge of PGCB's policies, standards or procedures concerning administrative activities including

but not limited to Code of Ethics, reporting requirements, travel, and leave.

Knowledge of basic interviewing practices and techniques.

Knowledge of and familiarity with the scope and objectives of gaming operations.

Knowledge of the principles and practices of supervision.

Skill in the supervision of subordinates.

Skill in speaking and in conveying regulations.

Skill in conducting and directing compliance monitoring.

Ability to analyze and apply regulations pertaining to the compliance of licensed gaming entities' operations and activities.

Ability to analyze and apply the policies, standards, and procedures of the PGCB as well as collective bargaining unit contracts.

Ability to plan, assign, direct, and evaluate the work of subordinates.

Ability to establish and maintain effective working relationships.

Ability to give testimony in court and represent the Bureau in meetings, hearings, and public forums.

Ability to conduct or direct compliance monitoring activities and evaluation and validation of gaming programs, platforms, and software of varying complexity so that all pertinent details are obtained.

Ability to evaluate the effectiveness of compliance monitoring activities.

Ability to exercise judgment in delegating responsibilities.

Ability to evaluate the efficiency and effectiveness of administrative procedures and operations.

Ability to present information clearly and concisely, both orally and in writing.

Ability to learn to utilize diverse types of electronic and/or manual recording and information systems monitored or utilized by the Board.

Ability to travel.

MINIMUM EXPERIENCE AND TRAINING:

Five years of experience in gaming regulation, gaming operations or related field, two years of supervisory or professional administrative experience, and bachelor's degree that included or supplemented by 18 credits of any information technology field;

OR

Seven years of professional information technology experience, two years of supervisory or professional administrative experience, and a bachelor's degree;

OR

Seven years of experience in a highly regulated environment such as compliance, information

technology or audit work, two years of supervisory or professional administrative experience, and a bachelor's degree;

OR

An equivalent combination of experience and training.

One of the following certifications is preferred: CISSP, CISSP-ISSAP, CISSP-ISSEP, CISSP-ISSMP, CCSP, CCFP, CISA, CISM, CEH, ENSA, or ECES. Other certifications may be considered.

BASIC ESSENTIAL JOB FUNCTIONS:

Develops and implements programs, policies, and procedures.

Analyzes data and information and develops findings.

Analyzes and applies regulations, policies, and procedures.

Plans and directs work activities.

Evaluates the effectiveness of internal control activities.

Supervises staff.

Reads, writes, speaks, understands, and communicates in English language sufficiently to perform the duties of the position.

Establishes and maintains effective working relationships.

Works in a typical gaming environment which includes but is not limited to constant flashing lights, constant noise, crowded areas, and smoke, as needed.

Operates a personal computer, telephone, and other office equipment.

Travels as needed.

HOW TO APPLY: Qualified applicants must submit a completed PGCB employment application along with a resume to Joseph Bott at pgcbjobapplicant@pa.gov by the closing date of this posting. A copy of this application is available on the PGCB website at <http://gamingcontrolboard.pa.gov/?p=30> Selected applicants will then be contacted and an interview will be arranged.

NOTE: Employment is contingent upon the completion of a Personal History Questionnaire with a thorough background investigation, including drug screening and the subsequent review and approval by the Board.

A brief description of the duties is included under the **JOB DUTIES** section listed above. **Also included are the position's essential job functions as required by the Americans With Disabilities Act (ADA).**

IF YOU NEED AN ACCOMMODATION DUE TO A DISABILITY WHEN INTERVIEWING FOR THIS POSITION, PLEASE ADVISE THE PERSON WHO CONTACTS YOU FOR THE INTERVIEW.

CONTACT PERSON: PGCB Human Resource Office

ADDRESS: P.O. Box 69060
Harrisburg, PA 17106

TELEPHONE: (717) 346-8300

E-MAIL: jbott@pa.gov