

Pennsylvania Gaming Control Board

VACANCY ANNOUNCEMENT

“AN EQUAL OPPORTUNITY EMPLOYER”

POSTING DATE: 6/11/2026

CLOSING DATE: 6/28/2026

JOB TITLE Director of Information
Technology,
PGCB Bureau of Administration

LOCATION: Commonwealth Tower 5th Floor
Strawberry Square
Harrisburg, PA 17101

TYPE OF SERVICE: Non-Civil Service

WORK HOURS: 8:00 – 4:30
(Telework Options Available
Within the Commonwealth of PA Only)

Starting Salary \$122,327, Salary is Negotiable

DEFINITION:

This position, in the PGCB Office of Information Technology, supports the PGCB’s mission of ensuring integrity of regulated gaming in Pennsylvania through its responsibility for planning, organizing, and executing all Information Technology functions for the Pennsylvania Gaming Control Board (PGCB or Board).

DESCRIPTION OF DUTIES:

Plans, directs, coordinates, administers, and evaluates the full scope of information technology programs and functions including strategic planning, governance, project management, hardware acquisition, supplier/contract management, application services, data services, network, architecture, and end-user support for PGCB IT functions.

Plans, directs, coordinates, administers and evaluates IT services, equipment and operations in all IT components including applications development, infrastructure, network, service management, lifecycle/asset management, telecommunications, and security, both directly and through subordinate professional and technical IT staff. Supervises Application Developers and IT Generalists (PGCB classifications).

Leads the PGCB’s IT governance program, including developing governance structures, decision-making processes, and oversight mechanisms to ensure transparency, accountability, and alignment between IT strategies and agency priorities. Leads the development, governance, and oversight of the enterprise IT budget, ensuring financial stewardship, cost optimization, alignment of expenditures to strategic priorities, and compliance with Commonwealth procurement and fiscal policies.

Establishes, coordinates, implements, and evaluates procurement and purchasing of IT projects impacting PGCB systems including software, hardware, architecture, data/telecommunications and

contracted staff. Ensures procurements comply with licensing agreements, vendor contracts, and statewide enterprise asset requirements. Develops information technology budget requests and works closely with the Director of Financial Management to ensure adequate funding of short- and long-term IT needs. Prepares and coordinates IT budget estimates.

Implements asset management controls to support budgeting, procurement planning, and risk mitigation. Ensures compliance with licensing agreements, vendor contracts, and statewide enterprise asset requirements.

Leads and directs applications development or customization including preparation of design criteria, design concepts, specifications and requests for proposals.

Directs overall functioning of IT service desk operations, including incident management, service request fulfillment, and customer support processes. Establishes, monitors, and enforces service level agreements (SLAs) for all IT services, ensuring timely resolution of service tickets and high customer satisfaction. Develops and implements IT service management (ITSM) frameworks and processes consistent with ITIL or other industry standards.

Interprets PGCB legislation and regulations, and other policies and statutes to communicate standards for PGCB IT programs and services; sets plans and priorities for IT projects in coordination with the PGCB IT governance team and leadership; oversees the development of innovative solutions to support the collection and exchange of data with licensees and the general public; and oversees the execution of regulatory functions to maintain the integrity of all verticals of gaming.

Serves as the principal advisor and liaison between PGCB leadership and the gaming industry for information technology matters, ensuring that gaming industry data exchange requirements are integrated into PGCB IT project priorities. Provides expert advisement in IT policy to the Executive Director, Administrative Director, program office directors, and at times members of the Board.

Leads the establishment, implementation, and continual improvement of IT governance frameworks to ensure alignment of PGCB technology initiatives with organizational goals, regulatory requirements, enterprise risk management, and industry best practices. Establishes and enforces IT policies, standards, and architecture guidelines in coordination with OA IT governance requirements to ensure regulatory compliance, operational consistency, and effective risk mitigation. Coordinates PGCB policy with OA/OIT as needed for functions such as software, hardware, architecture, data/telecommunications, and security.

Develops and implements IT program performance metrics and security requirements.

Performs the full range of supervisory duties. Work includes interpreting assignments, assigning work, determining workflow or priorities, reviewing and evaluating staff 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.

Performs special projects and other duties as required or assigned.

DECISION MAKING:

Supervisory Role – Position supervises and manages all IT staff and contractors.

Work Decisions – Position has full latitude to make decisions within accepted IT standards.

Supervisor's Control – Supervisor reviews work through completed projects, reports, and discussion.

Communications – Position communicates with OA, external IT partners, vendors, and the full scope of PGCB executives and employees.

MINIMUM EXPERIENCE AND TRAINING: (NOTE: Based on the Entry Level Knowledges, Skills, and Abilities):

Eight years of professional experience managing information technology functions, programs, and/or projects for an organization, including 3 years IT project or portfolio management, and a bachelor's degree in Computer Science, Information Technology, Management Information Systems or a related field;

OR

An equivalent combination of experience and training that includes 4 years of supervisory and/or management experience in information technology.

One or more of the following Project management certifications are preferred: PMP, CAPM, PMI-ACP, PfMP, PgMP. Other certifications in IT Management and Project Management at an equivalent level may be considered, such as ITIL/ ITIL Master, CITM, CISO, CISM, MS DevOps Engineer Expert.

Individuals with Commonwealth Information Technology experience are encouraged to apply.

ESSENTIAL JOB FUNCTIONS:

Develop and implement information technology programs and functions.

Interpret and apply regulations, policies, and procedures.

Propose solutions for IT project problems.

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Plan and direct work activities.

Evaluate work product and performance of employees.

Read, write, speak, understand, and communicate in English language sufficiently to perform the duties of the position.

Develop and maintain effective working relationships.

Travel as required.

Work in a gaming environment including exposure to loud noise, flashing lights, crowded areas, and smoke.

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: 303 Walnut Street
Harrisburg, PA 17101

TELEPHONE: (717) 346-8300

E-MAIL: jbott@pa.gov