

## **BUSINESS SYSTEMS MANAGER**

### **DEFINITION OF WORK**

An employee in this class performs supervisory and administrative duties in organizing and directing program activities, services, and data processing resources for the department, monitoring network and mainframe programs and performance, and developing operation plans and policies for the departmental computer and communications systems and service programs. The employee analyzes plans, develops, implements, and administers business and program processes, operational systems, and efficient business and financial systems. The employee evaluates business and program application systems' functionality to identify gaps, measures the solution impact to business operations, and designs business and program systems solutions by identifying and evaluating operations, resolving solution issues, serving as a liaison between the business and the project to improve productivity and developing and delivering training. Positions in this class apply project management methodologies. The employee in this class develops expertise in the business area and its integration points and contributes to strategic planning of systems and technology directions. Duties include researching, planning, and creating a variety of systems; maintaining the database for accurate records and providing information to County officials. Considerable independent judgment and initiative are required to assure proper processes and procedures are developed and followed. This position is a member of the management team and is involved in planning, organizing, budgeting, supervising, and participating in most human resources functions for the Department. Tact is necessary in working with business owners, vendors, and their representatives. Work is performed under the supervision of the Assistant Tax Administrator and is evaluated by the effectiveness of the program as indicated by annual reports, collection records, annual audits, and reports on the operation of the collection function .

### **EXAMPLES OF WORK**

Employee identifies business systems solution requirements by analyzing work processes and operations; evaluates business and information systems' functionality in order to develop and design systems solutions; creates cost benefit analysis, identifies resource allocations and equipment costs, creates problem escalation plans, manages reporting processes, and establishes timelines and milestones; manages Departmental program activities and service functions which include computer systems and internal and external communications systems; develops goals, objectives, and procedures for Departmental operations and information; coordinates Departmental activities with management, managers, and Information Services; monitors network and mainframe systems program performance and needs within the Department; consults with users, management, vendors and local agencies; serves a security office for all Departmental computer systems; assigns system authorities and passwords and maintains logs of all computer processes; establishes and conveys procedure changes in system programs; provides guidance, training and direction related to computer systems and internal and external communication systems; plans and schedules Departmental activities with management information services, nine municipalities, and outside billing firms and vendors to ensure accuracy and timely processing and billing of all real estate property notices, tax bills, annual listing and assessing information and collections functions; analyzes data for, accuracy and consistency; develops operational and administrative plans and policies for the computer systems, communications systems, and service programs; ensures compliance with applicable State, federal, and local laws and statutes; confers with users regarding needs for system development, enhancements, and customizations; evaluate systems processes and develops methods to create, improve, and enhance Departmental productivity; keeps managers informed of administrative problems; manages and coordinates all data processing resources; monitors data conversion and software changes; approves system enhancements; and performs related work as required.

## **EMPLOYMENT STANDARDS**

### **Education and Experience:**

Graduation from a college or university with a degree in accounting, tax administration, or closely related field with five years of progressive work performing assessment work and interpreting tax related polices and regulations; or an equivalent combination of education and experience.

### **Knowledge, Skills, and Abilities:**

Thorough knowledge of laws relating to the assigned program area; considerable knowledge of State laws governing the administration and collection of taxes; considerable knowledge of the policies and procedures required within the assigned area; considerable knowledge of terminology in the assigned area; knowledge of mainframe computers; knowledge of batch and online concepts in information processing; knowledge of principles and practices of network and mainframe applications to include analyzing user requests and developing and implementing programs and assisting users; knowledge of efficient office methods to enhance productivity; ability to plan, coordinate, and participate in the functions within the assigned area of work; ability to direct, supervise, train, and evaluate the work of employees; ability to communicate effectively in oral and written forms; ability to handle the public courteously and tactfully; ability to develop and maintain effective working relationships with County officials, other department employees, and the general public; ability to develop and maintain systems for accurate tax, accounting, and collection records.

## **SPECIAL REQUIREMENTS**

Employees must have completed the North Carolina Fundamentals of Property Tax Listing and Assessing course. Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

## **ADA REQUIREMENTS**

Employees are subject to hazards associated with an office environment.

## **PHYSICAL REQUIREMENTS**

Must be able to physically perform the life support functions of talking, reaching, stooping, kneeling, lifting, fingering, hearing, talking, and repetitive motions; must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects; must possess the visual acuity to prepare and analyze data and figures, fill out forms, and operate a computer and other office machinery.