

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Support Specialist (Tax Administration)
Department: Tax Administration
Revised : September 2018

Class: Technician
FLSA: Non-exempt

This job description supersedes any prior description for the Support Specialist (Tax Administration) classification.

GENERAL DESCRIPTION

Technical, analytical, and administrative work involving the system administration for the Tax Administration office; this position serves as the Tax Department's liaison with the County Information Technology Department. This position will work with all six main divisions of the Tax Department including Real Property, Personal Property (Individual and Business), Mapping and Appraisal, Billing and Collections, and Motor Vehicles. This position is responsible for administration of the Tax system, produces specialized reports as requested, provides input into changes and enhancements, and interfaces with IT to trouble-shoot problems with the system and to implement changes serving as a subject matter expert. While work is performed with a degree of independence, general supervision is provided by the Tax Administrator, who reviews work through analysis of reports submitted and through periodic conferences.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Serves as a liaison with the IT department, as well as the Tyler system's support personnel, to meet the departments' use of technology systems and resources. Assists Tax Administrator's Office personnel, IT Department personnel, and Tyler support personnel to implement new or amended programs.

Coordinates with the Tax Administrator's Office personnel to identify and define user information technology needs; evaluates new applications or changing applications from the user perspective; tests new applications or enhancements, develops documentation and trains department personnel in the use of new or changing applications systems.

Interfaces with IT and Tyler support personnel to troubleshoot system incidents; analyzes problems and provides input regarding the best course of action.

Acts as a Security Officer for the Tax Administrator's Office and acquires for departmental employees the access roles needed for their job. Audits user access to information systems to ensure staff has appropriate authorization in accordance with the prescribed user roles/permissions.

Defines and completes system reporting needs to carry out Tax Administration operations; attends meetings with department's users to discuss goals, future needs, and any problems.

Performs data entry for all of Tax Administration departments, monitors and maintains tax data for accuracy.

OTHER JOB FUNCTIONS

Assists IT and Tyler support personnel with installation of hardware and software as needed.

Attends seminars to remain current on Tax system changes and enhancements.

Performs other duties as required.

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Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of Real and Personal Property Tax Appraisal along with the billing and collections process for a County tax department.

Understanding of business workflow in a Tax Appraisal and Collections department along with the cycle of reoccurring deadlines.

Considerable knowledge of sources available for effective operation of a local government computer operation.

Ability to analyze data and situations, reason logically, and draw valid conclusions.

Ability to write clear and concise instructions.

Ability to communicate effectively, orally and in writing.

Ability to establish and maintain effective working relationships with officials, department directors, key employees in other departments, and fellow employees.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs. or less. Work may include extended periods of time reviewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's Degree from an accredited college or university in Information Technology, Business Administration, or a closely related field and one year of experience supporting a department's technical needs; or an equivalent combination of training and experience.

**This job description does not create an employment contract,
implied or otherwise.**