

## LAKE COUNTY

### POSITION DESCRIPTION

#### TITLE: Chief County Assessment Office - Tax System Manager

##### GENERAL DESCRIPTION

The general function of the position in the organization is to perform moderately complex work providing system access to the property tax applications to all of the 18 township assessor offices in Lake County along with numerous internal stakeholders. Lake County has over 283,000 property tax parcels. The position has the primary responsibility for technology-functional support of the Tyler iasWorld property tax system, all related applications and the web services associated with the assessment cycle. This position supervises staff and is under general supervision.

##### PRIMARY DUTIES

Support the CCAO, Board of Review and the township assessor offices with system and process training, report development, data mining and implementation of new functionality

Accountable to the County Treasurer and County Clerk office holders involved with the Taxation Advisory Group (TAG).

Responsible for technology-functional support of the Tyler iasWorld property tax system, all related applications and the web services associated with the assessment cycle; Responsible for performing Tyler iasWorld system implementation activities including project planning, requirements validation, business process redesign, system security, software configuration and data conversion

Responsible for leading the training efforts for the Tyler iasWorld tax system software through engaging subject matter experts from all of the county and township tax system offices.

Responsible for managing and monitoring the Tyler database as well as certifying the functionality of the tax system. This individual will provide functional end-user support including trouble-shooting, error correction, user set-up and other non-technical system administration for the Tyler modules and will serve as the primary point of contact for these modules.

Identify and propose, along with the business users, system and process changes based on system operability, user request and/or customer feedback. It will be critical for this individual to maintain a well-informed skill set for efficient performance of described tasks in the present and foreseeable future.

Participate in industry and professional associations/user groups to ensure awareness of industry standards, trends, innovations and best practices in order to strengthen organizational and technical knowledge.

## **GENERAL RESPONSIBILITIES AND REQUIREMENTS**

**DATA RESPONSIBILITY:** *“Data Responsibility” refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Gathers, organizes, analyzes, examines, or evaluates data or information.

**PEOPLE RESPONSIBILITY:** *“People Responsibility” refers to individuals who have contact with or are influenced by the position.*

Persuades or influences others in favor of a service, course of action, or point of view.

**ASSETS RESPONSIBILITY:** *“Assets Responsibility” refers to the responsibility for achieving economies or preventing loss within the organization.*

Has responsibility and opportunity for achieving moderate economies and/or preventing losses through the management of a large division or minor department; and/or handling of very large amounts of money.

**MATHEMATICAL REQUIREMENTS:** *“Mathematics” deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

**COMMUNICATIONS REQUIREMENTS:** *“Communications” involves the ability to read, write, and speak.*

Reads journals, manuals, and charts to solve practical problems such as assembly instructions for tools, routine office equipment operating instructions, and methods and procedures for investigations, and in drawing and layout work; composes routine reports and specialized reports, forms, and business letters.

**COMPLEXITY OF WORK:** *“Complexity of Work” addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**IMPACT OF DECISIONS:** *“Impact of Decisions” refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with moderate impact - affects those in work unit.

**EQUIPMENT USAGE:** *“Equipment Usage” refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles machines, tools, equipment, or work aids (i.e., general office equipment, etc.) involving little or no latitude for judgment regarding attainment of standard or in selecting appropriate items.

**SAFETY OF OTHERS:** *“Safety of Others” refers to the responsibility for other people’s safety, either inherent in the job or to assure the safety of the general public.*

Requires responsibility for the safety and health of others and for occasional enforcement of the laws and standards of public health and safety.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *“Education Requirements” refers to job specific training and education required for entry into the position.*

Bachelor’s Degree in a relevant field such as Information Technology, Computer Science or MIS.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *“Licenses, Certifications, and Registrations” refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Certified Illinois Assessing Officer (CIAO) designation from the Illinois Property Assessment Institute (IPAI)

**EXPERIENCE REQUIREMENTS:** *“Experience Requirements” refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Seven years or more property tax related experience. Relevant experience with property tax system systems, project management and web service management.

## **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *“Physical Demands” refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires light work involving standing or walking some of the time, exerting up to 20 pounds of force on a regular basis, and moderate dexterity in operating machinery, tools, or office equipment.

**UNAVOIDABLE HAZARDS:** *“Unavoidable Hazards” refers to unusual conditions in the work environment that may cause illness or injury.*

None.

**SENSORY (ADA) REQUIREMENTS:** *“Sensory Requirements” refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking abilities.

## **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

Lake County is an Equal Opportunity Employer. ADA requires the County to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.