



Job Description

Working Title: Systems Engineer	Job Code: S10023	Reports To: Senior Manager, Systems/Network
Job Code Descr: Systems/Network Engineer	Position Number/s: SRV000000502	
Division/s: Support - IT	Department Name/s: Infrastructure	Law Enforcement: No
Pay Schedule/Grade: AREG 27	FLSA Status: Exempt	EEO Class: Technicians
Prepared By: M Gayton/J Brown	Approved By: J Brown	Last Update: 11/07/24

Position Summary:

Designs, develops, implements and maintains Arizona Department of Revenue (ADOR) information technology systems ensuring optimal security, stability and effectiveness; performs systems management and integration functions; and serves as a subject matter expert for the team and others.

Supervision:

This position does not have direct reports.

Essential Functions:	% of Time	Essential/ Non-essential
<u>Subject Matter Expert/Lead</u> <ul style="list-style-type: none"> Leads initiatives to develop solutions and processes to meet needs; identifies unique innovative approaches Identifies required resources; trains, schedules and monitors resources; may participate in hiring 	10%	E 1, 2, 3
<u>System Support & Administration</u> <ul style="list-style-type: none"> Analyzes, troubleshoots and resolves applications in productions and testing environments Installs new hardware and software, and maintains operating systems and application software Plans, coordinates, and implements security measures according to ADOR policies and procedures using best practices Engages with application stakeholders to understand functional requirements Monitors performance and availability, and identifies and remediates sSecurity vulnerability. Analyzes business problems and assess resources to meet organizational needs Reviews and recommends improvements to existing architectures Develops system security standards and data privacy practices 	30%	E 1, 2 3, 4, 5
<u>Programming</u> <ul style="list-style-type: none"> Create deliverables according to the SDLC to include writing and coding applications and stored procedures Automates tasks for production environments 	20%	E 3, 4, 5



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<u>Documentation</u> <ul style="list-style-type: none"> • Develops standards and guidelines for applications use and protection • Identifies and documents functional and technical application specifications 	15%	E 4, 5
<u>Agency/Department Compliance & Continuous Improvement</u> <ul style="list-style-type: none"> • Remains current on all laws, regulations, policies, and best practices related to taxation through regular engagement in activities such as: self-directed research, conferring with other practitioners and technical experts; subscriptions to regulatory/legal/industry newsletters and briefs; membership industry associations and attendance at meetings/events; and or participation in training and others continuing education opportunities. • Actively contributes to team and individual effectiveness through the following: - <ul style="list-style-type: none"> ○ Attends staff meetings and huddles of work unit or district; and may cascade and track information as indicated ○ Completes all required training in a timely manner. ○ Participates in assigned work teams as appropriate. ○ May complete periodic metrics, projects, huddle boards and reports as requested. ○ Prepares for and actively participates in 1:1 coaching with supervisor • Maximizes work processes and deliverables through lean principles within the Arizona Management System (AMS); and provides recommendations for process improvement, and engages in continuous improvement efforts as assigned. 	20%	E 3, 5
Other duties as assigned	5%	NE

Requirements

Education & Experience

- Any combination that meets the knowledge, skills and abilities (KSA); typical ways KSAs are obtained may include but are not limited to: a relevant degree from an accredited college or university such as Bachelor’s Degree (e.g., B.A.), training, coursework, and work experience relevant to the assignment.
- Minimum of eight years of extensive experience in systems engineering

Licenses & Certifications

None

Knowledge/Understanding

- Working knowledge of various infrastructure technologies and in-house developed applications utilized in the enterprise
- Advanced knowledge and understanding of software implementation processes, including requirements and technical design analysis, installation plan development, system and user testing, problem resolution.

Skills

- Effective verbal, written, and listening communication skills
- Effective organization and time management skills with the ability to manage multiple projects simultaneously and work in high-pressure situations
- Effective interpersonal skills and demeanor
- Effective in the skill of synthesizing feedback and adjusting accordingly



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- Proficient in the use of a PC in a Windows environment; in the use of the Internet; in the use of MS Office Applications such as Outlook, Word and Excel, PowerPoint; and in the use of Google Suite applications such as Gmail, Sheets, Docs, and Drive.
- Proficient in the use of systems such PowerShell, Linux, DevOps, on-premises and cloud-based systems, Cobol, WebLogic, POS Systems, GIS, Document Imaging Systems, and others applications used at the agency level.

Abilities

- Ability to clear a comprehensive background and clearance process that includes an Arizona tax compliance verification, and a criminal background check through the FBI via level one fingerprint clearance through the Arizona Department of Public Safety
- Ability to work both independently and collaboratively as part of a team
- Ability to work in a confidential manner, ensuring information is shared with internal and external individuals in an appropriate manner
- Ability to learn LEAN concepts, principles and tool
- Ability to understand and solve problems by applying intermediate analytical skills to include collecting all the relevant information and data needed to address the problem; organizing, classifying and synthesizing the data into fundamental issues; from the information, identifying the most probable causes of the problem; reducing the information down into manageable components; identifying the logical outcomes from the analyses of the data collected; and, identifying the options and solutions for addressing the problems analyzed.
- Willingness and ability to embody ADOR's core values of Do the Right Thing, Commit to Excellence, and Care About One Another

Additional Job Demands

- In the course of performing the essential duties one must be able to exert 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.
- No substantial exposure to adverse environmental conditions (such as in typical office or administrative work.)

Selective Preferences

- Degree in Information Technology, Computer Science, or a related field