



Job Description

Job Title: Administrator, eServices Job Code: AUN09038 Reports To: Division Administrator	
Job Code Descr: Administrative Services Administrator Position Number/s: SRV000000153	
Division/s: Taxpayer Services	Department Name/s: E-Services Team Law Enforcement: No
Pay Schedule/Grade: AREG, 26	FLSA Status: Exempt EEO Class: First/mid-level officials and managers
Prepared By: W Nagel / C Ramey / C Pittman	Approved By: J Brown Last Update: 7/2/2024

Position Summary:

The Administrator, eServices is responsible for providing leadership, strategic initiative, and management of the E-Services Team, which is responsible for providing technical systems support, advice, development recommendations, and trouble-shooting assistance to divisions and team members throughout the agency. Additionally, this role conducts analysis of programs, policies, procedures, systems, practices, and operations, and assists in the development of resource materials relating to system use.

Supervision:

This position has three to seven individual contributor direct reports.

Essential Functions:	% of Time	Essential/ Non-essential
<u>Supervisory</u> Carries out supervisory responsibilities in accordance with ADOR's core values, agency policies, applicable standard work, and applicable laws. Responsibilities include: <ul style="list-style-type: none"> • Actively participating in the interviewing and hiring processes and ensuring successful functional onboarding of new employees • Planning, assigning, coordinating and overseeing daily work of direct reports in alignment with strategic, operational, and tactical priorities of the organization • Conducts regular one-on-one meetings providing constructive, balanced, regular performance feedback, coaching and mentoring • Setting reasonable stretch performance goals and conducting mid-year and annual performance appraisals • Recognizing and rewarding performance excellence, culture championship, and continuous improvement efforts • Communicating and enforcing agency policies and programs • Applying corrective action, addressing complaints and resolving problems in a timely fashion, involving and collaborating with leadership and Human Resources as appropriate 	30%	E 1, 2, 3, 4, 5
<u>Systems Management & Change Champion</u> <ul style="list-style-type: none"> • Develops and maintains internal and external partnerships to promote the objectives of the agency and improve public service 	40%	E 1, 2, 3, 4, 5



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<ul style="list-style-type: none"> • Evaluates existing and proposed administrative policies, procedures, systems, and practices; documents findings, prepares comprehensive reports, and makes recommendations for changes • Coordinates implementation of process and system improvements such as: <ul style="list-style-type: none"> ○ Creates change management plan and timeline ○ Assembles project teams, stakeholder groups to include vendors ○ Coordinates change process and communication steps ○ Develops training materials to provide systems training • Develops or updates functional or operational manuals outlining established methods of performing work in accordance with organizational policy • Evaluates the relevance of existing management analysis concepts and guidelines in order to prepare and tailor plans or individualized approaches to resolve program or system issues • Provides customer assistance for escalated issues using various communication methods regarding the use of department systems • <u>Provides technical system support for internal team members, as needed Agency/Department Compliance & Continuous Improvement</u> • 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 <p>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.</p>	<p>20%</p>	<p>E 3, 5</p>
<p><u>Projects Engagement</u> Engages as project business lead and/or SME as applicable, to ensure the successful execution of all mandated and non mandated projects.</p>	<p>5%</p>	<p>E 2,5</p>
<p><u>Miscellaneous</u></p> <ul style="list-style-type: none"> • Participates in outreach events on behalf of the agency • Other duties as assigned 	<p>5%</p>	<p>NE</p>

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 (8) years' experience in business systems analysis
- Minimum of four (4) years' experience with tax systems, such as Intuit, H&R Block, etc

Licenses & Certifications

None

Knowledge/Understanding

- Knowledge of applicable legislation, rules, regulations, standards, and policies
- Knowledge of the principles and practices of public administration; emphasis in effective planning, organization, and management
- Knowledge of the principles and techniques of automated information systems analysis, design, modification, and implementation
- Knowledge or research methods and reporting techniques used in administrative studies
- Knowledge of operational/programmatic structures
- Basic understanding of XML schema definitions, agile methodologies, and project management

Skills

- Strong verbal, written, and listening communication skills
- Strong organization and time management skills with the ability to manage multiple projects simultaneously and work in high-pressure situations
- Strong interpersonal skills and demeanor
- Strong skill in building relationships and working closely with external stakeholders
- 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
- Familiarity with Azure DevOps and XML editors
- Proficiency in Agile methodologies

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 communicate to both business and information technology teams
- Ability to work in a confidential manner, ensuring information is shared with internal and external individuals in an appropriate manner
- Ability to lead a team and create a positive team culture from team members
- 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)

Preferences

- Bachelor's Degree in Business, Accounting, Finance, Management, Information Technology, or a related field
- Previous supervisory experience
- Experience in the areas of continuous improvement/Lean and change management
- Experience in IT methodologies such as Agile and Scrum
- Experience in with the Software Development Life Cycle and project management