

POSITION DESCRIPTION

DOA-15302 (C07/2015)
PREVIOUSLY OSER-DMRS-10
State of Wisconsin
Department of Administration/Division of Personnel Management

1. Position No. 009465	2. Cert / Reclass Request No. 24-9859 Effective:	3. Agency No. 566
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4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS Wisconsin Department of Revenue Division of State and Local Finance Office of Technical and Assessment Services Technology and Applications 2135 Rimrock Road Madison, WI 53714
6. CLASSIFICATION TITLE OF POSITION IS Business Automation Senior	
7. CLASS TITLE OPTION (to be filled out by Human Resources Office)	8. NAME AND CLASS OF FORMER INCUMBENT Stacy Leitner, IS Business Automation Analyst
9. AGENCY WORKING TITLE OF POSITION Property Assessment Systems Analyst	10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES Soujanya Jarabana, IS Business Automation Senior
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Lauren Franklin Revenue Management Supervisor	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes [] No [X]
IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %

GOALS AND WORKER ACTIVITIES

(Continue on attached sheets)

SEE ATTACHED

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION

- a. The supervision, direction, and review given to the work of this position is [] close [] limited [X] general.
- b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.

Signature of first-line supervisor _____ Date _____
*Position Description approved 4-1-24 by supervisor

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.

Signature of employee _____ Date _____

18. Signature of Human Resources Manager _____ Date _____
*Classification approved 4-1-24 by Shannon Byrnes (DOR/DVA HR Spec-SR)

POSITION SUMMARY (Line 14)

This is a senior level position responsible for supporting the business analysis of the department's property assessment and taxation systems and procedures. This position is responsible for the design, development, monitoring, testing and coordination of, and project management duties with these systems. It provides information technology and technical support for equalization, manufacturing and utility assessment, and local government services and coordinates the review of current and proposed changes to procedures, policies, and forms publications for the effect of those changes in training users and serves as liaison with other interrelated systems.

This position provides support by managing projects, making recommendations, and providing guidance to internal staff on new technology and system enhancements. These systems have a significant statewide impact and cross organization lines, affecting all property assessment tax areas. Stakeholders include department employees, local government officials, software vendors, tax professionals and taxpayers.

This work is performed under the general supervision of the State and Local Finance (SLF) Technology and Applications Revenue Management Supervisor.

TIME % GOALS AND WORKER ACTIVITIES (Line 15)

- 50% A. Provision of Business Analyst duties for the department's property assessment and taxation systems and procedures.
 - A1. Develop requirements definition and/or specifications for system modifications.
 - A2. Development of short- and long-range systems analysis studies and recommend proposals and/or alternatives.
 - A3. Create, monitor, prioritize and track enhancement requests for system changes to ensure successful, timely completion of projects.
 - A4. Monitor systems to identify problems and coordinate corrections with Division of Technology Services (DTS) staff.
- 20% A5. Test and implement system modifications.
- A6. Anticipate, plan for, and analyze future system needs.
- A7. Meet with applications development staff to clarify and revise programming specifications.
- A8. Coordinate changes with other system analysts that affect multiple systems and internal or external customers.
- A9. Study the impact automation has on the division's customer service policies, procedures, and methodology, and recommend and coordinate changes.
- 20% B. Participate in the design, development, analysis, implementation and coordination of property assessment and taxation systems with the goals of maintaining functionality, efficiency, and integrity, and improving customer experience.
 - B1. Serve as a resource for property assessment and taxation systems for equalization, manufacturing and utility assessment, and local government services.
 - B2. Evaluate modifications of existing systems and proposed new programs; research the feasibility of proposals with DTS.
 - B3. Monitor information systems for proper functioning, maintain a log with any difficulties, and resolve any problems with batch and on-line systems.
 - B4. Coordinate testing of system fixes and enhancements across the division.
 - B5. Provide technical expertise in accessing and querying data.
 - B6. Maintain sales databases and coordinating maintenance.
 - B7. Develop and maintain production reporting systems.
 - B8. Assist with website content for equalization, manufacturing and utility assessment, and local government finance processes.
- 20% C. Participate in preparing policies, procedures and reports for property assessment and taxation systems. Assist with training on systems to bureau staff, SLF management and other division staff as needed.

IS Business Automation Senior (Position # 009465) 04/01/24

- C1. Provide district offices with technical support for establishing equalized values and performing annual assessment for manufacturing and telco property throughout the state.
- C2. Prepare responses for review and respond to questions raised by taxpayers, local assessors, state agencies, and local government officials.
- C3. Create, monitor and maintain necessary annual changes documentation (i.e. trackers) to ensure consistent flow from year to year.
- C4. Prepare statistical data for various taxing districts and district offices.
- C5. Revise and update user manuals, systems documentation manuals, publications and guides.
- C6. Recommend changes to procedures, policies and standards for equalization, property assessment and local government services.
- C7. Design, development, maintenance, and implementation of forms and publications in both electronic and hard copy versions, such as PDF.
- C8. Work with DTS to develop troubleshooting procedures for common system issues.
- C9. Coordinate with DTS to clarify and revise system operational specifications.
- C10. Participate in training on information systems and related topics.
- C11. Assist in training technical and appraisal staff in the use of the system.
- C12. Participate in coordinating testing of system fixes and enhancements across the division.
- C13. Ensure that testers are appropriately identified and work with DTS to have system access and necessary software installed.

- 10% D. Participate in Bureau and Division wide projects. Assess the impact, efficiency and effectiveness of new and existing programs and make recommendations for improvements.
- D1. Serve on process improvement teams as appointed.
 - D2. Serve as liaison for development, testing and implementation of program changes with users and DTS.
 - D3. Coordinate meetings with division staff and management to analyze needs.
 - D4. Review and assist with the development of project specifications to ensure they align with division business model.
 - D5. Provide recommendations for the development and use of property assessment and taxation systems to achieve division goals and initiatives.

KNOWLEDGES, SKILLS AND ABILITIES

- 1. Broad knowledge of the use of computers, computer software and reports for planning, policy and data analysis; including MS Outlook, MS Excel, MS Word and MS Power Point.
- 2. Knowledge of effective training methods and techniques.
- 3. Knowledge of property assessment and taxation.
- 4. Problem solving skills.
- 5. Organizational and prioritization skills.
- 6. Mathematical and statistical skills.
- 7. Project and time management skills.
- 8. Effective written and verbal communication skills.
- 9. Effective customer service skills.
- 10. Skill in working with diverse groups to identify needs and concerns, and ability to fashion compromises.
- 11. Ability to develop training materials.
- 12. Ability to work with complex data processing systems.
- 13. Ability to interact with management and staff.
- 14. Ability to work effectively, both independently and with teams.
- 15. Knowledge of research methods and techniques.