



Manager – Technology Department

Berks County Earned Income Tax Collection Bureau (Berks EIT):

The Berks County Tax Collection Committee dba the Berks County Earned Income Tax Collection Bureau (Berks EIT) is a Government agency that collects certain local taxes imposed by school districts and municipalities in Berks County. Under the Local Tax Enabling Act, 53 P.S. § 6924.101 *et seq.*, employers in the Bureau's jurisdiction are legally required to withhold tax from employees, pay withheld tax to the Bureau, and file tax returns with Berks EIT.

Rate: Salaried

Direct Report: Executive Director

Job Summary

Manages Berks EIT Technology Department which is responsible for the technology needs related to the Bureau's telecommunications, tax collection system infrastructure and general office support services. Reviews, analyzes, and evaluates technology needs related to tax system and user needs, manages projects to satisfy user requirements. Consults with Bureau departments to analyze current systems, processes, and operating procedures to provide tactical and strategic recommendations and plans. Also, develop, design, and present programs and recommendations to support Bureau directives. Relies on experience and judgement to plan and accomplish Bureau goals. Is responsible for technology systems supported throughout the entire Bureau. Also, has overall responsibilities for insuring technology applications, systems, and both internal and external user experiences are positive and productive, as well as to ensure confidential taxpayer information is properly secured and maintained to guard against unauthorized access. Manages a three-person computer support/data entry team to achieve the results defined in the following responsibilities and duties.

Job Responsibilities and Duties

- Manages a technology department that leads complex and/or involved IT projects by performing the following duties:
- Acts as program and project leader providing team members with guidance to plan tasks, sets goals, tracks progress.
- Analyzes business needs and recommends systematic and operation changes based on this analysis.

- Reviews project requirements and prepares functional specifications for review and approval.
- Leads team members to select, design and implement various systems.
- Documents and maintains systems/program documentation in accordance with department policies.
- Completes projects in a timely, cost-effective and professional manner.
- Maintains existing operating / software systems.
- Provides leadership and guidance on development and/or deployment of technology applications that support the business of the Bureau.
- Leads efforts on troubleshooting application system problems; develops, recommends, and/or implements solutions to resolve any such problems.
- Implements systems upgrades provided by software vendor(s) and monitors impact of such changes and advising user groups accordingly.
- Provides support on various application systems to end users; responds to questions, resolves, issues, etc.
- Direct involvement with outside vendor (Keymark) in implementation of new electronic tax collection system.
- Responsible for maintaining Bureau website.
- Ensure existing operating/software systems and any upgrades properly secure confidential employee and taxpayer information from unauthorized access or hacking.
- Maintains office workstations (approximately 30), printers, scanners, and related equipment to ensure all software updates are current to maximize office efficiencies.
- Prepare complex management reports.
- Determines structure of reports.
- Designs reports using system report utility.
- Abides by the current laws, regulations and organizational policies and procedures designed and implemented to promote a work environment that is free of harassment and other forms of illegal discriminatory behavior in the work place.
- Cooperates with, participates in, and supports the adherence to all internal policies, procedures, and practices in support of risk management and overall safety and soundness and the compliance with all regulatory requirements; insures that the Bureau and all personnel adhere to the same.

Qualifications and skills

- Bachelor's degree in computer science or related field and/or minimum of four (4) years of substantial experience in the area of information technology.
- Basic understanding of an electronic local tax collection system.
- Ability to work well in a team environment.
- Strong sense of professionalism and discretion required.
- Must be proficient in various computer applications including Microsoft Office.
- Successful candidate should have experience with both Windows and Unix platforms as well as systems integrations and/or migrations.
- Excellent written and verbal communication and interpersonal skills; able to address complex system needs and determine appropriate action independently.
- Able to follow established procedures, process work load, and help internal system users while using independent thinking and good judgment.
- Must be flexible and able to maintain professional disposition during diverse and stressful conditions.
- Ability to work and multi-task in a high volume and fast paced environment.
- Ability to effectively communicate with fellow office staff, management team, and outside computer vendors / taxpayers / tax professionals.