



**NORTH DAKOTA  
CLASS DESCRIPTION**

ND Human Resource Management Services  
Phone: (701) 328-3290

Class Code(s): 0929

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**DIRECTOR, OPERATIONS DIVISION (TAX)**

GRADE Q

**SCOPE OF WORK:**

Work involves directing the operational functions of the Office of State Tax Commissioner including taxpayer services, business tax registration, information technology services, business process reengineering and project management, mail operations, records and electronic document management, procurement and printing, data security, tax return processing, and other business functions. Responsibility includes strategic and tactical business and technology planning, implementation, and evaluation to ensure improved services and internal efficiencies. The individual in this position reports to the Deputy Commissioner.

**DUTIES PERFORMED:**

- Develop and implement the Department's business and technology strategic plans; communicate plans to staff and customers; coordinate the plans with Department management and service providers; serve as an organizational change agent.
- Plan, develop, implement, and maintain guidelines, policies, and procedures to support business and tax law revisions; ensure compliance with administrative rules, policies, and procedures.
- Direct the research, development, and implementation of new technologies or enhancements to existing technology.
- Oversee the Department's information technology architecture; plan for and manage all aspects of technology for the Department, including system development, systems support, procurement, security, network management, and data management.
- Direct the development of web and media environments for citizen and business education, forms, instructions, and electronic filing and transactions.
- Oversee individual income tax processing, business tax registration, taxpayer services, procurement, mail center, and records management functions of the Department.
- Plan for and manage the Division's human, fiscal, and materiel resources; prepare the Division budgets and coordinate the implementation and monitoring of the budgets.
- Plan, develop, implement, monitor, and evaluate programs to meet objectives; ensure effectiveness and maintain compliance with federal and state laws and rules.

- Develop requests for proposal, participate in the vendor evaluation and selection process, and negotiate contracts for information technology and other Department projects.
- Develop and direct Department staff teams to study and implement more efficient and effective work methods to expedite revenue collection; conduct measurements relating to business processes, budget expenditures, and process improvements and efficiencies.
- Interpret and apply tax laws, rules, regulations, and Department policies for proper tax administration.
- Ensure physical and logical security of federally obtained data and test security as required by the Internal Revenue Service.
- Ensure appropriate staffing levels; manage assigned staff; develop and implement work standards; implement performance management measures; provide for training of staff; provide project planning; assign work duties as appropriate.
- Represent the Department on committee and task force groups and at state and national meetings and conferences.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

#### MINIMUM QUALIFICATIONS:

A bachelor's degree with a major in computer science, management information systems, or a business-related field that includes coursework in the computer science field; and five years of professional-level work experience that included information technology and administrative or business-related operations. Work experience must have included supervisory and management responsibilities. A master's degree in business may substitute for one year of the work experience.

Eff. Date: 4/05

Rev. 8/09 – Revised Scope of Work and Duties Performed, reviewed grade resulting in one-grade increase

Rev: 7/12 – Conversion to Hay System