



ASSOCIATE TECHNICAL SUPPORT ANALYST PROPERTY TAX DEPARTMENT

Salary Range: \$42,157- \$66,552 FLSA: Nonexempt

Purpose of Classification:

The Office of the DeKalb County Tax Commissioner is seeking an enthusiastic individual to join our team. The successful candidate will be assigned to support the iasWorld database alongside the Lead Technical Support Analyst. Additionally, the candidate will assist with other property tax functions within the Tax Commissioner's Office.

Essential Functions:

- Primary support for iasWorld database for the Tax Commissioner's office.
- Assist with property tax projects related to iasWorld.
- Run daily reports within iasWorld for exemptions, website, and delinquent usage.
- Assist in the mailing of property tax bills.
- Assist updating interest rates in iasWorld for New Year calculations.
- Provide technical support for property tax, delinquent, and accounting departments.
- Assist in setting up new tax districts – CIDs, cities annexations, exemptions, and special assessments, etc.
- Analyze, interpret and evaluate information obtained from state records and other legal instruments.
- Assist taxpayers by providing information and answering inquiries and concerns.
- Process and generate mail, including late billings (Intent to FiFa).
- Aid in the submission of the digest to the Department of Revenue.
- Assist with Homestead Exemption Audits
- Assist in Processing Homestead and Special Exemption applications.
- Assist with collecting special assessment data and ensure accuracy of billing for county and cities.
- Work with lead Analyst to calculate all roll types for Property Tax billing, balance, and files (County and Atlanta) – test in TEST & DEV environments.
- Assist in uploading payment files, including but not limited to, mortgage, lockbox, and ACH payments.
- Prepare documents for Web and OnBase.
- Available to attend off-site conferences and homestead exemption presentations
- Other duties as assigned.

Minimum Qualifications:

- High School Diploma or GED.
- Must have minimum of 2 years of technical support experience.
- Must have minimum of 2 years of customer service.
- Must have technical skills gathering & analyzing data.
- Have any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Possess strong critical thinking skills, an analytical mind, and problem- solving aptitude.
- Be able to work a flexible schedule and have the ability and availability to complete additional training or educational requirements.
- Professional in manner, maintain a positive attitude, well spoken, and concise.
- Advanced organizational skills with the ability to handle multiple tasks in a fast-paced, technical environment.



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- Ability to work independently and in a team environment.
- Possess strong effective communication skills both verbally and non-verbally.
- Familiarity with payment instruments, cash handling and balancing.
- Be proficient in MS Office Suite
- Able to work under minimal supervision.

Preferred Qualifications:

- Property Tax experience
- Information system background
- Associates or Bachelors' Degree in Business or in a related field