



# Revenue Careers



**Position:** I.S. Services Manager - Misc. (Web Services)  
**Division:** Information Services

**Location:** Tumwater, WA  
**Notice:** WMS 04-0025

**OPENS:** October 6, 2004  
**CLOSES:** This recruitment will be open until filled. Applicant Evaluations will be ongoing and it may be to your advantage to submit materials expeditiously.

## Looking for a New Career?

The Department of Revenue employs approximately 1,000 people, including revenue auditors and agents, tax examiners, administrative law judges, property appraisers, foresters, and computer systems professionals.

Revenue headquarters is located in Olympia, home to the state capitol. The city, located on Puget Sound's southernmost tip, is rich in history, culture, and natural beauty. Olympia's location provides easy access to the Cascade Mountains, Olympic Peninsula, and the Pacific Ocean.

## Why Revenue?

- Competitive salaries
- Excellent health and retirement benefits
- Generous paid vacation and holidays
- Career opportunities around Washington State
- Cross-training and rotational opportunities
- Numerous leading edge educational opportunities
- The option to choose flexible work schedules
- Great people to work with
- Ethical work
- The chance to make a difference

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**The I.S. Services Manager – Miscellaneous (Web Services)** is a Senior level project manager for the Department of Revenue's Information Services Division (IS). Specifically, this position has accountability for application development for the Agency's E-Filing application and web site, as well as the Department's financial systems. Principle responsibilities will include managing highly educated and professional project managers and technical personnel to ensure the department's statewide information technology (IT) needs are met. Balance budgeted IT resources in a highly competitive and political arena. Ensure department strategic initiatives supporting agency mission and objectives are implemented while also ensuring the continuation of existing application infrastructure. Use advanced knowledge of project leadership principles to work with agency senior and mid-level management to achieve strategic initiatives. Lead managers and staff in the definition of enterprise-wide project management methodologies, staff development and training strategies, resource acquisition strategies, and resource prioritization strategies. Determine the effects of changes in legislation and policy on IT systems.

### **Compensation:**

WMS Band 2 \$58,452 - \$71,436 annually depending on qualifications. Outstanding benefits including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; employee advisory service; deferred compensation plans; educational benefits program; 11 paid holidays; Commute Trip Reduction Incentives; flexible work hours; training; and state retirement plans.

### **The I.S. Services Manager – Miscellaneous will be accountable in the following respects:**

- Ensuring applications in the Web Services and Financial Systems group remain available to customers when they are needed
- Ensuring quarterly system release schedules are met on time and within budget.
- Ensuring Strategic Business Plan projects are developed on time and within budget.
- Ensuring adequate development and training opportunities are provided to staff.
- Ensuring quality staff are hired and retained.
- Ensuring excellent customer service.

**Qualification of the successful candidate for this position are expected to include:**

***In order to be successful in this position the person occupying it will require advanced knowledge in the following:***

- Project management methodologies.
- Application development techniques.
- Application integration techniques.
- Application testing techniques.
- Application quality assurance and metrics.
- Facilitation techniques.
- Information technology control environment (including ISB/DIS policies, OFM regulations, and Washington State laws and rules).
- Washington State legislative process.
- Washington State procurement laws, rules, methods.
- Washington State Personnel rules and laws.
- Staff development and motivation.
- Department of Revenue mission, vision, goals and business environment.

***Additionally, the person occupying this position must have the ability to:***

- Negotiate with diverse internal and external stakeholders.
- Deploy IT resources to fulfill department strategic initiatives as well as maintain existing IT infrastructure.
- Lead multiple enterprise-wide development projects simultaneously.
- Ensure quality of IT projects.
- Develop project management approaches.
- Create staff development approaches.
- Develop divisional strategic plans.
- Perpetuate and sustain a culture of interdivisional collaboration in the development of shared business applications.
- Foster the consolidation of core business processes and practices across the enterprise.
- Research and investigate existing and new potential technology solutions.
- Recommend and apply best practices to development work-sessions.
- Establish and maintain excellent customer relationships with divisions, other agencies, and industry experts.
- Maintain executive commitment to projects.
- Apply management principles and personnel rules to lead, direct, organize, motivate, and coordinate highly educated project managers and software engineers.

**Application Process:**

Please send a letter of interest, detailed resume and Applicant Profile (optional). The letter of interest should indicate how you meet the qualifications needed for this position. Be prepared to provide references at the time of interview. **Electronic applications in Word format are preferred** however, hard copies may be sent to Office of Human Resources:

[Jobs@dor.wa.gov](mailto:Jobs@dor.wa.gov)  
*Please indicate in subject line:*  
**Subject: WMS 04-0025**

**OR**

**WA State Department of Revenue  
P.O. Box 47463  
Olympia, WA 98504-7463  
Fax: 360-664-0658**

## Washington State Department of Revenue Applicant Profile

To ensure equal employment opportunity, we ask your voluntary cooperation in responding to the questions below. This information will be treated as confidential, and will be available only to authorized personnel. Please review the Diversity Definitions at the bottom of the page.

Position Applied For:	Name: (Last, First, Middle Initial)	Date of Birth:
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<p>1. What race(s) or culture(s) do you consider yourself?</p> <p><input type="checkbox"/> Black/African American</p> <p><input type="checkbox"/> Caucasian/White</p> <p><input type="checkbox"/> Asian or Pacific Islander (API):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chinese</li> <li><input type="checkbox"/> Vietnamese</li> <li><input type="checkbox"/> Filipino</li> <li><input type="checkbox"/> Asian Indian</li> <li><input type="checkbox"/> Hawaiian</li> <li><input type="checkbox"/> Japanese</li> <li><input type="checkbox"/> Korean</li> <li><input type="checkbox"/> Cambodian</li> <li><input type="checkbox"/> Samoan</li> <li><input type="checkbox"/> Laotian</li> <li><input type="checkbox"/> Guamanian</li> <li><input type="checkbox"/> Other API, <i>Specify</i> _____</li> </ul> <p><input type="checkbox"/> Native American or Alaskan Native Please identify name of the enrolled or principal tribe:</p> <p>_____</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Eskimo</li> <li><input type="checkbox"/> Aleut</li> </ul> <p><input type="checkbox"/> Hispanic:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Mexican</li> <li><input type="checkbox"/> Puerto Rican</li> <li><input type="checkbox"/> Chicano</li> <li><input type="checkbox"/> Cuban</li> <li><input type="checkbox"/> Other Spanish, Specify _____</li> </ul>	<p>If you are more than one race, please also check "Multi-Racial" below and indicate your preference for Affirmative Action purposes.</p> <p><input type="checkbox"/> Multi-Racial, preference: _____</p> <p>2. Gender:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Male</li> <li><input type="checkbox"/> Female</li> </ul> <p>3. Have you ever been on active duty in the U.S. Armed Forces?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> Yes, Dates: _____</li> <li><input type="checkbox"/> Vietnam Era Veteran</li> <li><input type="checkbox"/> Disabled Veteran (Percent of disability: _____%)</li> </ul> <p>4. Do you have a physical, sensory, or mental condition that substantially limits any of your major life functions, such as working, caring for yourself, doing things with your hands, seeing, hearing, speaking, learning?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul> <p style="text-align: center;"><i>Please see definition of "disabilities" below.</i></p> <p>I certify that this information is true and accurate to the best of my knowledge.</p> <p>_____ Date                      Signature</p>
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### Diversity Definitions

**Native American or Alaskan Native:** A person with origins in any of the original peoples of North America and who maintains cultural identification through documented tribal affiliation or community recognition.

**Asian or Pacific Islander:** A person with origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. For example, China, Japan, Korea, Pakistan, the Philippine Republic, and Samoa.

**Black/African American.** A person with origins in any of the Black racial groups of Africa.

**Hispanic:** A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin regardless of race. For example, persons from Brazil, Guyana, or Surinam would be classified according to their race and would not necessarily be included in the Hispanic category. This category does not include persons from Portugal, who should be classified according to race.

**White/Caucasian:** A person with origins in any of the original peoples of Europe, North Africa, or the Middle East.

**Disabilities:** For Affirmative Action purposes, people with disabilities are persons with a permanent physical, mental, or sensory impairment which substantially limits one or more major life activities. Physical, mental, or sensory impairment means: (a) any physiological or neurological disorder or condition, cosmetic functions; or (b) any mental or psychological disorders such as mental retardation, organic brain syndrome, emotional or mental illness, or any specific learning disability. The impairment must be material rather than slight, and permanent in that it is seldom fully corrected by medical replacement, therapy or surgical means.

**Disabled veteran:** A person entitled to disability compensation under laws administered by the U.S. Department of Veteran Affairs for disability rated at 30 percent or more, or a person whose discharge or release from active duty was for a disability incurred or aggravated in the line of duty.

**Vietnam-era veteran:** A person who served on active duty for a period of more than 180 days, any part of which occurred between August 5, 1964, and May 7, 1975, and was discharged or released from duty with other than a dishonorable discharge.