

Tax Technology Manager  
for  
The Gagnon Group, LLC

The Tax Technology Manager (“Manager”) oversees the functional and technical direction of projects, including on-time and on-budget delivery of tax technology project tasks, such as detail requirements analysis, process design and configuration, deliverables, and installation and implementation of enterprise-class tax automation software and related processes.

**Duties and Responsibilities:**

- Provides project management support to client service teams and clients;
- Manages day-to-day operational aspects of projects;
- Develops client work plans and schedules associated with project deliverables;
- Prepares and distributes weekly project status reports to all project stakeholders;
- Develops specifications for project deliverables for client review and approval;
- Defines project success criteria and creates the metrics to enable them to be measured;
- Creates, maintains, and executes communication plans and communication protocols;
- Creates, maintains, and executes project escalation and remediation policies;
- Reviews documentation created by the project team, confirming business and system processes performed for tax determination, and works with the team and clients to help review, define, and document existing transaction tax processes;
- Provides project management support to the delivery team as they configure tax automation software solutions and assumes responsibility for day-to-day project management duties;
- Reviews client deliverable documentation, including creating, composing, and editing written materials;
- Creates and executes project work plans and enforces proper methodology and standards;
- Provides mentorship and training to staff as needed;
- Maintains and supports existing partnerships, client relationships, and provides technical leadership and guidance to his/her team and clients on project status and adherence to timeline and budget;
- Assists with Tax Technology business development activities (e.g., preparation of proposals and engagement agreements, and attending prospect calls and meetings); and
- Performs other duties as assigned.

**Education and Experience:**

Bachelor’s degree or Master’s degree from a four-year college or university and a minimum of four years of experience providing tax automation services is required. Accounting, Tax, or Information Technology degrees are desirable.

The candidate should also have the following qualifications:

- Direct experience in implementation, integration and/or configuration of tax systems;



- Practical experience designing, developing and implementing software applications;
- Practical experience in standard process analysis tools, process mapping and flowchart diagramming;
- US and Canadian and International VAT experience; and
- Willingness to travel.

Vertex, ONESOURCE (f/k/a Sabrix), Taxware certification is preferred. Certified Public Accountant designation, Project Management Professional (PMP) certified and an understanding of software development lifecycles are a plus (SDLC, Agile, etc.).

**Computer Skills:**

To perform this job successfully, an individual must have intermediate knowledge of Microsoft Word, Access, Excel, PowerPoint, Visio, Microsoft Project, Outlook, and internet research. Hands-on experience with transaction tax integration touch points with a major enterprise resource planning (ERP) system, such as Oracle, JDE, PeopleSoft, or SAP, is required. Experience with Vertex, ONESOURCE (f/k/a Sabrix), Taxware, or other tax software is highly desirable. Knowledge of Oracle or Microsoft SQL Server database or program development (i.e. JAVA) is desirable.