



**This position will support our Mortgage Servicing unit, Volunteer Mortgage Loan Servicing, and as such a Business Systems Analyst with experience working in the banking or mortgage industry is highly preferred.**

### **BUSINESS SYSTEMS ANALYST 3**

**APPLICATION DEADLINE IS MONDAY, AUGUST 6, 2018 AT 11:59PM**

**Division:** Information Technology

**Reports to:** Assistant Director of Information Technology

**Location:** Nashville, TN

**Full-time/Part-time:** Full-time

**Salary Grade:** 35

**Monthly Salary Range:** min. \$4,091- max. \$6,545

**FLSA Classification:** Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

**POSITION SUMMARY:** Responsible for professional information systems software analytic work of moderate difficulty relative to applicable computer systems; provides continued support to users with respect to applicable system functions and operations.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include the following. Other duties may be assigned.

- Ensures organization's compliance with all State, Federal, or other requirements relative to division software systems.
- Acts as liaison for program division staff with software vendors.
- Assists with the development of policies and procedures relative to division software systems.
- Assigns rights and authority access to division software systems, including both internal and external systems.
- Assists with identifying the need for software enhancements and corrections relative to division software systems; reviews program design with division staff to ensure compatibility with needs.
- Tests and monitors software enhancement updates as assigned for specific division systems, including testing for program accuracy and completeness by performing sample data runs on a representative test platform prior to recommending that programs become operational; examines deliverables for adherence to organization and division standards to ensure that both user and system requirements are being met.
- Designs, develops, executes, and modifies data reports from the appropriate division or agency system and any other required external organization to meet agency reporting needs or Federal/State audit requirements.
- Trains and provides technical assistance to division staff regarding division-specific software systems; maintains software documentation for system use, including systems procedure manuals.
- Researches proposed Federal and State regulation changes for division-specific automation systems and recommends and/or assists in any necessary modifications, upgrades, or changes.
- May assist with the design of new computer programs by analyzing business requirements, constructing workflow charts and process-flow diagrams, studying system capabilities, and writing functional and non-functional system specifications.
- Utilizes the Information Technology (IT) ticket tracking system per divisional procedures to document and prioritize all work requested from program division staff.
- Assists the Project Management team in the evaluation and documentation of requirement specifications and potential solutions to new technology development project requests.
- May provide support for agency technology project development planning, including maintenance of files, scheduling meetings, ensuring availability of conference rooms, etc.

## **MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

### **Education and Experience:**

- Bachelor's degree in information technology, public administration, business administration, or related field.
- Two years of experience in business process analysis, major computer system implementations, change management, and/or major analytical or research studies.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

### **Knowledge, Skills, Abilities, and Competencies:**

- Knowledge of federal or state housing software systems a plus.
- Builds and maintains positive relationships with internal and external constituents.
- Ability to use analytical skills and industry-standard Business Analyst techniques to clarify ambiguous business requirements and requests.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Ability to handle private, personal information in a confidential manner in compliance with THDA, State of Tennessee and Federal policies and laws.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Ability to troubleshoot a problem by using a logical, systematic, sequential approach.
- Strong analytical, organizational and decision-making skills.
- Strong interpersonal and verbal/written communication skills.
- Ability to shift among multiple priorities with the direction of a supervisor or other key member of Leadership.
- The ability to work effectively and efficiently within a team environment.
- Documents regularly, thoroughly, accurately, and completely.
- Working knowledge of Object Oriented database-design and programming concepts.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; moderately proficient in Crystal Reports; able to effectively adapt to and use other computer systems as needed for daily activities.

### **Special Demands:**

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

**EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER**  
**APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION**  
**PLEASE VISIT OUR WEBSITE AT [WWW.THDA.ORG](http://WWW.THDA.ORG) AND FOLLOW THE ONLINE**  
**APPLICATION INSTRUCTIONS**