



Tennessee Housing Development Agency (THDA) is launching a new Mortgage Loan Servicing operation. We will be providing first class service using industry best practices consistent with our mission of “Leading Tennessee Home by Creating Safe, Sound, Affordable Housing Opportunities.”

To Support our Mortgage Servicing operations, we are looking for a Business Systems Analyst with experience working in the banking or mortgage industry, with an emphasis on loan servicing experience.

BUSINESS SYSTEMS ANALYST 3

APPLICATION DEADLINE IS TUESDAY, NOVEMBER 29, 2016 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 Minimum: \$4,091
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; provide 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.

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- 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 IT ticket tracking system per divisional procedures to document and prioritize all work requested from program division staff.

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 AND FOLLOW THE ONLINE APPLICATION INSTRUCTIONS