



Homes and Community Renewal

Job Opportunities at New York State Home and Community Renewal

Business Technology Specialist, **SONYMA Single Family Programs**

New York City

New York State Homes and Community Renewal (HCR) fosters the creation and preservation of high-quality affordable housing, while working strategically to revitalize neighborhoods and communities throughout the Empire State. Under the leadership of Governor Andrew M. Cuomo and Commissioner RuthAnne Visnaukas, **HCR** is a vibrant, innovative agency that integrates and leverages New York State's housing resources. We have offices in New York City, Albany, Buffalo and Syracuse, and employ a diverse workforce of professionals who are hard-working and committed to serving low- and moderate-income families. Our mission is far reaching, encompassing single and multifamily housing finance, home improvement, rent regulation, housing subsidies, and community development. We partner regularly with a variety of public and private stakeholders.

Achieving this mission requires a wide range of skills and backgrounds in public policy, administration, real estate, architecture, finance, law and many other areas of expertise. We seek to provide a workplace environment that is productive, flexible, accountable, ethical and caring. Our employees are empowered to make a difference where they live and work. We offer competitive pay and a comprehensive benefits package, including paid leave, health, dental, vision, retirement and family-friendly policies.

HCR's Mission and Goals:

- Partner to improve and preserve New York State's homes and communities
- Finance and leverage resources to create and preserve safe, decent and affordable housing for the States low-moderate income individuals and families
- Support the revitalization and economic growth of the State's distressed communities and neighborhoods
- Increase compliance with rent laws and regulations to protect the legal rights and obligations of tenants and owners: and
- Proactively enforce rent regulations and identify potential fraud.

New York State Homes and Community Renewal (NYSHCR) consists of all the major housing and community renewal agencies of New York State, which were recently merged and integrated under a single management structure.

The **State of New York Mortgage Agency (SONYMA)** is one of several HCR agencies. SONYMA's programs provide mortgage financing to assist low- to moderate-income, first-time homebuyers in the purchase of a one-to-four-unit residences that are required to meet eligibility criteria established by the Agency and by applicable Federal law. This position will report to the Single Family Programs unit of SONYMA. The Single Family unit reports to HCR's Homeownership and Community Development.



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Job Summary:

To work with HCR IT and SONYMA on Single Family technology modernization initiative including the ongoing rollout of SONYMA Express®, and vetting and implementing a replacement for the Emphasys system. Additionally, to support program and policy development in areas impacted by the changes in technology, and to provide ongoing support to staff on existing systems during the transition. To provide support in the transition of SONYMA Express from a vendor-managed system to an internally managed system. To support SONYMA-Technology Business Analyst on continued system management, enhancement and development.

Essential Duties / Responsibilities:

The primary responsibilities of the position will be to:

SONYMA Express® System

- Perform rules writing for the system.
- Make recommendations to improve system and user experience.
- Troubleshoot bugs/issues that arise from daily system use.
- Participation in weekly calls to update on ticket resolution and system enhancement progress.
- Participation in weekly user calls to update lenders on any training needs, bugs, etc.
- Timely tracking and resolution of outstanding tickets on JIRA system.
- Research and write technical specs for Developers.
- Present scope of work and timeline for proposed enhancements and provide regular updates on progress.
- Testing of tickets in multiple environments.
- PDF Form creation and specs so developer can build and map in system.
- Update user guide materials and help content.
- Troubleshoot and resolve system issues using SQL queries and XML editor
- Work with Vendor IT to resolve interface issues.
- Develop and maintain rules engine.

Other Systems

- Work with Single Family and SONYMA IT staff on improving/replacing other Single Family systems such as Emphasys, BlitzDocs, FileNet, TMPS, etc.
- Support with testing new BlitzDocs updates and program support.
- Attend regular meetings to discuss implementation of new Loan Operating System (LOS), assist in drafting policies and procedures, including Help documents for the new system.
- Assist in implementation and rollout of the Emphasys replacement system.
- Update forms and help documents in Lender Online until all lenders are fully functioning on SONYMA Express.
- Perform system updates as underlying software upgrades become available.
- Other related duties as needed.



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Requirements/Qualifications:

The requirements listed below are representative of the knowledge, skill, and/or ability required for this position:

- Bachelor's Degree preferred
- Strong computer skills including Microsoft Office, SQL database queries, XML, HTML
- Strong problem analysis and problem solving skills
- Software testing experience (User Interface, API, and web service)
- Knowledge of basic UNIX commands
- Familiar with MISMO and DU data file format
- Experience with tools like PuTTY, SOAP UI, and WinSCP
- Strong communication skills.

[Click this link to apply](#)

This job description is not intended to be all inclusive and employee will be expected to perform other reasonably related duties as assigned.