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Section 8 HVC Data Systems Analyst

Albany, New York City, Syracuse

New York State Homes and Community Renewal (HCR) is the State's affordable housing agency, with a mission to build, preserve, and protect affordable housing and increase homeownership throughout New York State. HCR consists of all the major housing and community renewal agencies of New York State, which were merged and integrated under a single management structure.

Under the leadership of Governor Kathy Hochul and Commissioner RuthAnne Visnauskas, **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.

The Office of Community Renewal (OCR) is within the Single Family and Community Development unit, one of four program offices within NYSHCR. OCR mission is to administer a combination of State and Federal funding resources to develop or support programs that provide decent housing, a suitable living environment, and expand economic opportunities for low- and moderate-income persons.

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.

New York State Homes and Community Renewal currently offers the possibility of a hybrid workplace through our Telecommuting Pilot Program. Participation in this program requires an application process that must be approved. Participation is not guaranteed.

The successful candidate will:

- **Support and maintain the Emphasys Elite data solution used to administer the Section 8 Housing Choice Voucher program at HCR, which is being implemented this year to replace the existing, in-house data system. He/she may also be asked to use other data solution including the previous Powerbuilder system - the Statewide Housing Choice Voucher System (SHCVS). The successful candidate will also develop working knowledge of HUD's EIV/PIC systems, and any other data solutions required for voucher administration.**

    - Take training and become certified as a Section 8 HCV specialist; participate in other trainings as required.
    - Organize trainings for state and LA staff; develop training materials with Emphasys staff and coordinate scheduling.

- Develop procurement and bid request and review bids for technology related services when necessary.
- Coordinate with the New York State Office of Information Technology Services to ensure compliance with Statewide data security and other federal and state requirements.
- Assist in answering calls from LAs pertaining to functionality, errors, and other general inquiries.
- Support the End-of-Month payment processing, that allows for LAs to transmit updated case information for the purpose of making payments to program stakeholders.
- Assist in resolving technical issues that arise with program stakeholders (statewide program staff, Information Technology Services (ITS) staff, Local Administrator (LA) staff, etc.).
- Troubleshoot user issues by simulating errors in the QA/Test environments.
- Execute data pull requests that can be utilized to inform programmatic decisions. By generating reports and analyze data to assist management staff in policy making and decision making.
- Create new reports and coordinate with Emphasys staff to implement required change management.
- Support system integrations and processes that allow for payment transactions in conjunction with our partnering financial institution, the New York State Department of Taxation and Finance (DTF), and the New York State Housing Trust Fund Corporation's Office of Financial Administration.
- Identify changes needed in existing systems to comply with new federal and state directives.

- **Support the Implementation of the New Section 8 HCV Technology Solution (Elite System/Cloud)**
  - Assist with data accuracy verification during the data migration process, to include querying, reviewing, and verifying data field mappings.
  - Conduct user acceptance testing of requested system customizations, to include documents testing procedures and results.
  - Support the system performance testing review process.
  - Support the system integration testing process.
  - Support the tracking and reporting of incidents inhibiting the use of system features, to include the capturing of the date and time when the incident is reported to the solution vendor, as well the date and time of the incident resolution, and the ultimate duration of the incident.
  - Serve as the conduit between Emphasys Elite staff and LA staff in carrying out the Landlord Portal and Hypercare Support plans.

Minimum Qualifications and Desired Skills:
- Bachelor's degree in computers science or related field and 3 years of experience in Section 8 or other housing programs preferred.
  - Substitutions: four years of specialized experience or associate's degree and two years of specialized experience may substitute for bachelor's degree; J.D. or master's degree may substitute for one year of specialized experience; Ph.D. may substitute for two years of specialized experience.
- Good written and oral communication skills.
- Experience providing training and customer service support using an on-line data solution.

- Capable of learning new technology systems in a complex, fast moving environment.
- Previous experience with Emphasys Elite is preferred but not required; substitute experience using other Custom of the Shelf products for Section 8 may be accepted.
- Previous experience in software incident management, customer support, and general issue resolution.
- Proficient in Microsoft Office and SharePoint.
- Experience in executing Query (MS SQL), creating Crystal reports and MS SSRS reports.

Instructions for Applicants

Applicants must include a cover letter and resume for review. Applicant must describe in a cover letter how the applicant meets the minimum qualifications, and how the work experienced outlined in the accompanying resume relates to the available position. Applicants are also encouraged to use the cover letter as an opportunity to identify specific skills, including knowledge of software or database systems that may be useful for this position. Applicants are also encouraged to provide a writing sample that demonstrates their ability to clearly communicate technical concepts or procedures.

TO APPLY, CLICK HERE

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