



Homes and Community Renewal

Job Opportunities at New York State Homes and Community Renewal

Build a career while building a better community. Rewarding careers in Public Service start here!

Assistant Data Systems Manager

New York, Albany, Syracuse

Possible Hybrid Workplace Opportunity

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.

A Civil Service exam is not required for this position. Candidates must meet the minimum qualifications outlined below to be considered.

NYS Homes and Community Renewal (HCR) is committed to fostering a culture of diversity, equity, inclusion, and accessibility. Our work would not be possible without the diverse backgrounds, experiences, ideas, and abilities of our employees. HCR is committed to developing a workforce which represents the diverse population of New York State. HCR embraces a diverse and inclusive work environment by encouraging all individuals, including those with disabilities, to apply to open positions at the agency.

Duties and Responsibilities:

- Take training and become certified as a Section 8 HCV specialist; participate in other trainings as required.
- Serve as subject matter expert in utilizing Emphasys Elite system.
- Develop new report enhancements using Crystal Reports and complete the entire development iteration, including deployment into the Elite system. Using SQL query for single/batch correspondence letter and reports.
- Assist the Data System Manager in their duties and provide technical support to ensure the efficient functioning of the system.
- Serve as an IT administrator responsible for managing Elite system setup, user access, integration, and providing support for technical issues by coordinating with subject matter expert (SME), Vendor, Statewide staff, and end-users.
- Participate in the planning, organization, and implementation of activities related to Software (SaaS) utilized by the organization.
- Coordinate with the New York State Office of Information Technology Services to ensure compliance with Statewide data security and other federal and state requirements.
- Develop procurement and bid request and review bids for technology related services when necessary.
- Work with vendors to execute short-term and long-term projects according to plan and ensure that the project meets New York State standards.
- Assist with training in all aspects of software products and hardware.



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- Participate in reviewing and maintaining access of end-users in gov't azure cloud that houses Emphasys Elite system.
- Provide support and oversee the implementation of enhancements and fixes applied to software product.
- Communicate with personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns; serve as a liaison between users, technicians, contractors, vendors, and others.
- Prioritize and schedule requests for technical support services to the Vendor; ensure user needs are met and technical support issues are resolved in a timely manner.
- Aid Vendor technicians in troubleshooting software, hardware, and network issues.
- Install and configure new technology as required; research, identify and evaluate new hardware and software that would benefit the organization and make purchasing recommendations.
- 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.
- 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.
- Assist with data accuracy verification by 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 and system integration testing process.
- Identify changes needed in existing systems to comply with new federal and state directives.
- Maintain file server for the Organization's internal knowledge base, perform SQL programming of application interfaces; develop and support database systems.
- Maintain a variety of records and reports related to enhancements, resolutions, and projects.
- Perform other related duties as assigned.

Minimum Qualifications and Desired Skills:

- Bachelor's degree* in computer 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 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.

- Must have 3 years minimum experience of Emphasys Elite system, HQS Mobile, and crystal report.
- Self-starter; able to work independently; organized.
- Customer service oriented.
- Good written and oral communication skills.
- Maintains a high degree of confidentiality on sensitive data issues.

Experience providing training and customer service support using an on-line



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

What we offer at NYSHCR:

- Extensive benefits package including paid leave, including excellent health, dental, vision and [retirement benefits](#) with the New York State & Local Employees' Retirement System.
- Promotional opportunity for dedicated professionals
- Work life balance benefits including a 37.5 hour work week and paid time off benefits including, vacation, sick, personal days, and Federal Holidays
- Opportunity for compressed scheduling
- 12 weeks of Paid Parental Leave
- Paid Family Leave
- As a New York State employee, you may qualify to participate in the [Federal Public Service Loan Forgiveness Program](#) (PSLF). The PSLF Program forgives the remaining balance on your Direct Loans after you have made 120 qualifying monthly payments under an [accepted repayment plan](#) and while working full-time for an [eligible](#) employer.

About New York State Homes and Community Renewal:

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.

Achieving this mission requires a wide range of skills and backgrounds in public policy, administration, real estate, construction, 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.

[TO APPLY, CLICK HERE.](#)

Applicants must include resume and cover letter

New York State is an Equal Opportunity Employer
(EOE)