



# 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!***

### **SENIOR BUSINESS ANALYST**

**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 James S. Rubin, **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.

**The Office of Professional Services (OPS)** is responsible for all administrative and support services, including Human Resources, Communications and Public Information, Legal Affairs, Fair Housing, Policy Development, Competitive Procurement and Contract Management, Fiscal Planning, Accounting and Treasury Services, Facilities and Building Management Services, Internal Audit, Project Management and Information Technology Services. OPS values professionals that enjoy working in a fast-paced environment and who have the skills required to effectively plan, direct, and coordinate HCR's wide array of support services.

#### **Job Summary**

New York State Homes and Community Renewal is seeking a Senior Business Analyst (SBA) who is knowledgeable in the areas of process design and systems analysis. The SBA will work closely with project managers, IT staff, program staff and other stakeholders to define and develop requirements for new business processes and existing information technology systems. The SBA will apply a range of specialized skills and tools to complete the following specific duties and responsibilities:

- Conduct research and elicit business requirements from key stakeholders by using interviews, document analysis, requirements workshops, storyboards, surveys, site visits, business process descriptions, use cases, scenarios, event lists, business analysis, competitive product analysis, task and workflow analysis, and/or viewpoints.
- Analyze business and user needs, document requirements, and revise existing system logic as necessary under direction of Project Managers.



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- Represent requirements using alternative views, such as analysis models (diagrams), prototypes, use case analysis or scenarios, where appropriate.
- Develop or modify procedures to solve complex problems within information systems.
- Work with Project Manager to monitor and document post-implementation problems and revision requests to ensure it meets end user needs.
- Create and revise flow charts, process models, and technical specifications.
- Assist with the business planning and writing business cases.
- Research and evaluate packaged software and online services to determine their appropriateness for Agency use.

The SBA will use their extensive knowledge of the Software Development Life Cycle (SDLC) and business analysis best practices to facilitate requirements sessions and communicate clearly and effectively with end-users, applications developers, senior business managers and other team members. The SBA will be accountable for providing coordination to ensure the appropriate collection of data; documentation of information; and presentation of findings. The SBA will provide documentation and flow-charts of the organization's work flow, as well as ad-hoc query support and report creation.

The SBA must have strong technical knowledge and understanding of IT systems and applications as well as the ability to plan and track business analyses activities as part of a project. The SBA also must have good listening skills and interviewing skills to talk with individuals and groups about their needs and ask the right questions to surface essential requirements information. The ideal candidate will also possess good writing skills to ensure effective communication of information to customers, marketing, managers, and technical staff.

#### **Qualifications:**

- Bachelor's degree; MBA or relevant technical degree preferred.
- A strong background in analysis and critically evaluating information gathered from multiple sources; experience decomposing high-level information into details, distinguishing user requests from the underlying true needs, and developing solution ideas from requirements.
- Proven experience successfully working in a team setting and ability to reconcile conflicts.
- Minimum seven 7-10 years' experience in related professional business/project analyst capacity
- Excellent oral and written communication skills.
- Experience in the financial sector, e.g. mortgages, is a plus.
- Experience with COTS (Commercial off-the-shelf)/ERP (Enterprise Resource Planning), e.g. PeopleSoft, SAP or Microsoft Dynamics is a plus
- Demonstrable experience with MS Office 2013, MS SQL is a plus, as well as, knowledge of .NET.

This job description is not intended to be all inclusive, and employee will also perform reasonable related business duties as assigned.

#### **What we offer:**

- Exciting opportunity to be part of New York's resurgence to greatness;



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- Extensive benefits package including paid leave, excellent health, dental, vision and retirement benefits;
- Promotional opportunity for dedicated professionals.

**TO APPLY, please send resume and cover letter to:** [jobopportunities@nyshcr.org](mailto:jobopportunities@nyshcr.org)

New York State is an Equal Opportunity Employer (EOE)