# IT Business Analyst - Manager

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| **Posting Date:** | September 13, 2024 |
| **Closing Date:** | September 27, 2024 |
| **Salary:** | $8,274 to $10,856 monthly, depending on qualifications. |
| **Location:** | Hybrid remote and onsite at 1000 2nd Ave., Suite 2700, Seattle, WA |
| | Our office is located in downtown Seattle's Financial District on 2nd Avenue and Spring Street and is within walking distance to Pike Place Market and Seattle's scenic waterfront. |

**In addition to the salary posted above, this position is currently receiving an additional 5% premium pay due to the position being in King County.

We are currently recruiting for an IT Business Analyst - Manager for the Information Technology Division of the Washington State Housing Finance Commission. This position provides strategic leadership and professional support in analyzing and validating the business needs of the agency's stakeholders, including customers and end users. The role is central to ensuring that technological solutions align with the agency's business objectives. Responsibilities include eliciting, analyzing, and specifying user requirements, collaborating with stakeholders to understand and document their technology needs, and applying analytical and problem-solving skills to support informed decision-making. This position plays a crucial part in fostering a positive work environment by demonstrating a commitment to diversity, equity, and inclusion, promoting open and respectful communication, and contributing to a culture of teamwork and continuous improvement in support of the Commission's mission, vision, goals, and values.

The Information Technology unit within the Washington State Housing Finance Commission works to support the commission staff to accomplish the commission's goals and objectives. This position is one of nine positions within the Information Technology unit responsible for all commission business systems including Salesforce and Laserfiche.

The duty station for this position is Seattle, WA.  The work associated with this position will be performed through a combination of teleworking and complemented with onsite work and meetings as needed. Employees must reside in Washington state and within a reasonable distance of our worksite to respond to workplace reporting requirements.

**Who we are:**

The Commission is a market-driven and self-supporting agency created to provide below-market rate financing for building, purchasing, or preserving affordable housing and nonprofit capital facilities.  The Commission functions as a financing conduit between developers, lenders, first-time home buyers, real estate professionals, and nonprofit organizations to provide affordable financing for homes, rental housing, civic and social services facilities, energy conservation projects and first-time farmers and ranchers.

We believe that creating a diverse, inclusive, and equitable environment is important and vital to the success of the Commission. We believe in working together to create an environment free from harassment and

discrimination and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual.

**Principal Responsibilities:**

To succeed in this position, the IT Business Analyst - Manager must possess a comprehensive understanding of IT systems, data management, and analytics, with a strong focus on Salesforce, Laserfiche, and other key business systems. The incumbent will provide leadership and strategic direction to the IT Business Analysis team, ensuring alignment with the agency's goals and objectives.

In addition to managing the team, the IT Business Analyst - Manager will oversee the strategic planning, development, and implementation of IT systems and services, ensuring compliance with relevant regulations and policies. This role will also involve managing IT budgets, providing expert advice to agency leadership, and fostering a culture of customer service, collaboration, and continuous improvement within the IT unit.

Specific responsibilities include leading and developing the IT Business Analysis team, ensuring their alignment with the agency's strategic goals. The incumbent will also oversee the recruitment, hiring, and performance evaluation of team members, ensuring they have the necessary skills and training to meet evolving IT demands. Additionally, the IT Business Analyst - Manager will develop and manage staff work assignments, create development plans to promote professional growth and succession planning, and foster a positive work environment that values diversity, equity, and inclusion.

On the strategic side, the IT Business Analyst - Manager will lead the strategic planning process for IT systems and services, ensuring alignment with the agency's overall goals. They will also develop, implement, and oversee IT policies and procedures, manage IT budgets, and provide expert advice to agency leadership on IT strategies, data management, and business process improvements.

In terms of Salesforce and database management, the IT Business Analyst - Manager will oversee the administration, configuration, and optimization of the Salesforce system, ensuring it meets the agency's business needs. They will also manage and maintain the Laserfiche database, lead efforts to upgrade and integrate systems, create and manage custom Salesforce reports and workflows, and conduct regular database maintenance tasks.

Furthermore, the IT Business Analyst - Manager will develop and implement comprehensive data management strategies to support the agency's business objectives and enhance data-driven decision-making. They will lead the design and development of data models and documentation, oversee data collection, analysis, and interpretation, collaborate on data governance policies, and manage data projects

**We are most interested in candidates who meet or exceed the following criteria:**

- Extensive knowledge of information technology, including systems analysis, software development, and IT infrastructure, as well as advanced principles of organizational and project management, and application development
- Understanding of principles of management, strategic planning, staff development and training, development and management of tactical work plans/schedules, and inclusive leadership practices.
- Experience configuring and maintaining Customer Relationship Management (CRM) or Software as A Service (SAAS) application.
- Ability to analyze, design, install, and/or maintain computer software applications.
- Policy and procedure development as it relates to the management of integrated information systems and management of integrated information systems and technology environments.
- A commitment to on-going education and development, keeping up with the latest trends and innovations in IT, such as cloud computing, artificial intelligence, and cybersecurity, and assess their impact and potential for the IT services.

A combination of skills, abilities, experience, and education may be substituted to demonstrate that you are qualified for this position.

**Desirable Qualifications:**

- Bachelor's Degree in Computer Science, Business Administration, Information Technology or closely related.
- Certifications such as PMP (Project Management Professional), CBAP (Certified Business Analysis Professional), or Salesforce certifications.

**Benefits:**

We offer a generous benefits package that includes a full array of family medical, dental, life and long-term disability insurance coverage; a state retirement plan; deferred compensation; 12 paid holidays; paid vacation, sick and military leave; subsidized bus, train, or ferry passes; credit union memberships; alternate workweek schedules, and telecommuting.

**Application Procedures:**

Interested applicants should apply by submitting a current resume, a complete list of three or more professional references, and a letter of interest specifically addressing the qualifications listed in this announcement by email (our preferred method), fax or postal service by **September 27, 2024** to:

**Cindy Felker, Human Resources**
**Washington State Housing Finance Commission**
**1000 Second Ave., Suite 2700**
**Seattle, WA  98104.**
**Electronic submissions may be sent to: cindy.felker@wshfc.org.**
**Voice/Message:** (206) 287-4402 or 1-800-767-HOME
**Fax:** (206) 587-5113, or visit our **Web Site:** http://www.wshfc.org.

In addition, please complete the Applicant Profile Form posted on our website and submit with your application materials.  **The completion of this form is voluntary.**

Please include your name and preferred pronouns in your application to ensure we address you appropriately throughout the application process.

To qualify and receive veteran's preference, you must attach a copy of the discharge, DD214 or NGB Form 22, with your application materials.

By submitting the application materials, you are indicating that all information is true and correct to the best of your knowledge.  You understand that the Housing Finance Commission may verify information and that untruthful or misleading information is cause for removal from the applicant pool or dismissal if employed.  Only those individuals who clearly demonstrate the stated qualifications will be considered.

The Washington State Housing Finance Commission is committed to providing equal employment, job assignments and promotional opportunities to all qualified applicants and employees. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. We are committed to providing reasonable accommodation to all staff as needed. Women, black, Indigenous and people of color, persons with disabilities, persons over 40 years of age, all honorably discharged veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may contact Cindy Felker at cindy.felker@wshfc.org, or at 206-287-4402.