
JOB DESCRIPTION

JOB TITLE: Business Analyst/Technical Liaison

EXEMPT:

SALARY LEVEL: 4 **Minimum:** \$63,330.78 **Maximum:** \$82,331.34

EMPLOYEE REPORTS TO: Vice President Information Technology

PREPARED BY: DP **DATE:** June 2024

APPROVED BY: JR **DATE:** June 2024

EXPIRATION DATE: August 1, 2024

SUMMARY

We are seeking a highly motivated and detail-oriented Business Analyst/Technical Liaison to join our team. This role serves as a bridge between business stakeholders and the technical team, ensuring that business requirements are accurately translated into technical solutions. The ideal candidate will possess strong analytical skills, technical proficiency, and excellent communication abilities to facilitate the effective implementation of business solutions.

ESSENTIAL FUNCTIONS

1. Collaborate with business stakeholders to understand and document business requirements.
2. Analyze and translate business needs into technical specifications.
3. Conduct gap analysis to identify areas for process improvement.
4. Act as the primary point of contact between business units and the IT/technical team.
5. Facilitate clear communication of business requirements to technical staff.
6. Ensure that technical solutions meet business objectives and requirements.
7. Assist in the design and development of technical solutions to meet business needs.
8. Work with project managers and development teams to ensure timely and successful implementation of solutions.
9. Participate in testing phases to validate the functionality of solutions against business requirements.
10. Identify opportunities for improving business processes and system efficiencies.
11. Recommend and implement best practices and innovative solutions to enhance business operations.
12. Create comprehensive documentation of business processes, requirements, and technical specifications.

13. Provide training and support to end-users on new systems and processes.
14. Support project management activities including planning, scheduling, and tracking progress.
15. Assist in managing project risks, issues, and change requests.
16. Build and maintain strong relationships with business stakeholders and technical teams.
17. Facilitate regular meetings to ensure alignment and address any issues or concerns.
18. Perform data analysis to support business decision-making processes.
19. Develop and generate reports to provide insights and recommendations to business stakeholders.
20. Performs all other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Proven experience as a Business Analyst, Technical Liaison, or similar role.
- Strong understanding of business processes and technical concepts.
- Proficiency in using business analysis tools and methodologies.
- Excellent communication and interpersonal skills.
- Ability to analyze complex problems and develop effective solutions.
- Experience with project management and software development lifecycle.
- Familiarity with database management and data analysis tools is a plus.
- Strong organizational skills and attention to detail.
- Experience with ERP systems or other enterprise software.
- Knowledge of programming languages and software development tools.
- Certification in business analysis or project management (e.g., CBAP, PMP).
- Experience with YARDI conversions a plus.

EDUCATION AND EXPERIENCE

GENERAL EXPERIENCE:

Minimum educational requirement of a BS/BA with 3 years of professional experience working information technology, or a related field.

OTHER

Must have a valid Driver's License.

APPLICATION AND SUBMISSION

THE HOUSING AUTHORITY OF THE CITY OF NEW HAVEN RESERVES THE RIGHT TO CONSIDER APPLICATIONS AND RESUMES UPON RECEIPT AND MAKE EMPLOYMENT DECISIONS ACCORDINGLY UNTIL ALL POSITIONS ARE FILLED.

All applications and resumes must be in the Human Resource Office on or before August 1, 2024.

Job descriptions & Applications may be obtained from HANH at 360 Orange Street, New Haven, CT 06511 or elmcitycommunities.org. Resume submission without applications to the address above, Fax number (203) 497-8202, e-mail to jobs@newhavenhousing.org, TDD 8711, between the hours of 9:00 - 5:00 p.m. weekdays. Elm City Communities, HANH accepts applications only for positions it is trying to fill. If an applicant requires further information, please call the HR Office at (203) 498-8800 Ext. 1022. Disabled are encouraged to apply.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V