

**Title:** Business Analyst I

**Job Type:** Non-Exempt  Exempt

**Division:** Business Analytics

**Job Grade:** 5

**Reports to:** Manager of Business Analytics

The Pennsylvania Housing Finance Agency (PHFA) is growing! We have Full-Time position available for a Servicing Assistant I in our Headquarters Office in Harrisburg PA. **PHFA has a Hybrid work environment which consists of a few days in the office and at home during the pandemic.**

#### **Job Purpose**

The Business Analyst I shall be responsible for research and analysis, implementation, and administration involved with improving and maintaining processes and systems. This position will assist in creating and maintaining a process guide for various divisions, as well as fulfilling reporting needs.

#### **Essential Functions**

1. Create and maintain a process guide mapping out the existing systems in various divisions and how they are being used.
2. Identify system inadequacies and provide solutions needed to enhance workflow.
3. Oversee the implementation of new technology and systems.
4. Work closely with the Information Technology Division to design, develop, test, and implement solutions that will be submitted and tracked through IT work requests.
5. Identify system changes and gather business requirements needed to accommodate changes in regulation, policies, or to improve overall efficiency and effectiveness.
6. Serve as system administrator for various software applications or third-party software interfaces or portals as assigned.
7. Provide intermediary support to staff for technical issues pertaining to systems.
8. Provide training and documentation for system enhancements and changes to policies and procedures for staff.
9. Provide support to customers using outward-facing applications.

10. Determine reporting needs and design queries, reports, and/or dashboards to fulfill those needs.
11. Monitor the BA Team queue for tickets related to various divisions.
12. Maintain and report on a list of priorities for various divisions as assigned.
13. Perform other duties as assigned.
14. Collaborative position which requires on-site presence for the 37.5 hour work week.

## Job Requirements

### Education:

- Bachelor's degree in Information Systems, Finance, Business Administration or related field or a combination of education and directly related work experience.

### Experience:

- Must be able to analyze and define business processes and system and business rules to meet work unit requirements in a dynamic and rapidly changing environment.
- Rational database query and report tool experience to create, analyze and report results.

### Knowledge/ Skills:

- Ability to work independently with minimal supervision.
- Strong analytical and problem-solving skills.
- Must be able to lead and manage projects and champion buy in for processes and systems.
- Strong ability to define priorities and handle multiple tasks and projects.

## Travel

None       Light       Frequent       Other:

## Working Conditions

**Physical Demands:**  Lifting/Carrying  Walking  Sitting  Standing  Other