

**Position Title:** Business Systems Analyst Lead  
**Department:** Information Technology

**Join our Team!** At IHDA we strive to create and maintain a work environment that promotes diversity, recognition and inclusion. IHDA is committed to hiring and investing in individuals of diverse talents and backgrounds to ensure a range of perspectives and experiences inform and guide our work of financing affordable housing in the state of Illinois.

**Who we are:** The Illinois Housing Development Authority (IHDA) is one of the Nation's preeminent Housing Finance Agencies and one of the State's ten largest financial institutions. Our mission is to finance the creation and preservation of affordable housing across the state. IHDA oversees more than 20 federal and state programs on behalf of the state of Illinois and serves as one of the state's primary resources for housing policy and program administration. For over 50 years, IHDA has led the state in financing and supporting affordable housing.

**Summary:** The Business Analyst Team Leader has advanced knowledge of computer applications from both the business and technical perspectives. The Business Analyst Team Leader reviews, analyzes, and evaluates business partner needs to develop solutions that support business and technical needs. Responsible for intake of project requirements, definition of scope and objectives. The Business Analyst Team Lead assists in developing new business procedures, modifying existing procedures to fit new business models, and identifying and coordinating solutions to application errors. Provides leadership within the Business Analyst Group by managing communication of team projects to the Assistant Director of Business Analysts and Help Desk. Contributes to moderately complex aspects of a project, leading other BA's in implementation of application releases.

**Essential Functions:**

- Facilitates communication between business partners, vendors and other Information Technology Systems functions to coordinate system support solutions.
- Partners with IT peers, such as Application Development, Infrastructure and Help Desk.
- Work diligently to partner with and thoroughly understand the business functions they are supporting
- Responsible for the development and management of timelines for multiple projects.
- Gathers and documents the necessary information on requirements and systems operations to assist in the development or modification of a system.
- Participates in system development and maintenance decisions
- Ability to assess situations and determine appropriate action or solution
- Monitors problems reported for existing systems.
- Coordinates business application upgrades and user acceptance testing (UAT). Assists users with development of testing schemas for applications under development or maintenance.
- For problems that cannot be resolved by the IT Help Desk, the business analyst provides the next level of support from a technical and business standpoint
- Identifies trends in support of applications and provides feedback for adjustments in training and gaps in processes
- Documents systems, writes and maintains guides, and develops and maintains systems standards and procedures.
- Oversight of the Business Analyst Team reporting directly to the Assistant Director of Business Analysts
- Provide weekly, monthly and as required status reports on the progress of all projects the Business Analyst team are working on
- Provide support, mentoring and guidance on the overall efforts of all Business Analyst's within the team
- Assists with the flow of information within the business analyst team, translating where necessary to ensure everyone is on the same page
- Monitors and coordinates enterprise application releases to ensure applications are current to support requirements with vendors

- Facilitates or leads kickoffs for application release updates
- Responsible for independently creating possible solutions to problems, looking beyond the obvious solutions and considering how the solution impacts other variables.
- Performs post implementation review of required documentation for change management projects. Ensuring documentation is retained in a central repository for reference.
- Other duties as required

**Education and Experience Requirements:**

- Master's degree in computer science, Information Technology preferred or other related field, or 6-10 years' experience as a Business Systems Analyst.
- Strong prioritization, organizational and communication (oral and written) skills.
- Experience authoring business requirements and technical specification documents.
- Proficiency with Microsoft Word and Excel.
- Ability to work independently and meet time-sensitive project deadlines.
- Working knowledge of loan origination and servicing systems or financial accounting systems is a plus.

*Physical Requirements:* Alternating between sitting, standing, and walking. Ascending and descending stairs. Crouching and stooping. Pushing and pulling. Reaching overhead or below. Repetitive tasks movements (filing, keyboarding, copying). Lifting, carrying, and moving objects of up to 10 -15 pounds.

**What We Offer:**

- Paid time off, plus paid holidays
- Currently in a hybrid work arrangement, but candidates must reside in Illinois at time of hire.
- Medical/dental/vision/life insurance plans
- Short/long term disability
- Tuition reimbursement
- Flex spending
- 401K plan – immediate vesting
- IHDA employees may be eligible for federal loan forgiveness programs.

**Must be a resident of Illinois or willing to relocate. Flexible scheduling is available, upon completion of a six-month probationary period.**

To apply, submit resume to:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&cclid=19000101\\_000001&jobId=468850&source=CC2&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&cclid=19000101_000001&jobId=468850&source=CC2&lang=en_US)

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