

Nevada Affordable Housing Assistance Corporation

JOB DESCRIPTION

POSITION TITLE: Systems Manager

CLASSIFICATION: Non-exempt / Hourly

REPORTING RELATIONSHIP: 1) Chief Executive Officer/ Chief Operating Officer

POSITION SUMMARY: This position is responsible for planning, coordinating and managing all of the activities related to the design, development, implementation and maintenance of the Nevada Affordable Housing Assistance Corporation (NAHAC) Program's application development and analysis functions. The Systems Manager collaborates with the Speridian team to ensure the appropriate infrastructure is in place to support the NAHAC application environments and information security policies, standards and procedures are appropriately implemented. This position helps to define the vision, definition and strategy for the development team by driving organizational and project initiatives.

RESPONSIBILITIES AND DUTIES:

- Directs, manages and supports the NAHAC Processing Systems operations oversight staff and activities including all subordinate vendors and partners. Manage action items, review operational reports, manage NAHAC operations oversight staff and recommend, direct and ensure implementation of corrective actions to improve processing systems efficacy.
- Provides oversight of Processing Systems management, staffing, processes, procedures and policies especially as it relates to Call Center, Processing, Eligibility, Document Preparation, Clear-to-Fund, Disbursement and other processes as is necessary.
- Assist in the development and ongoing oversight of Processing Systems and subordinate vendor system requirements to support NAHAC Program including changes to policies and procedures and reporting of Processing Systems performance metrics and action item progress to the NAHAC CEO/COO in format at the frequency necessary.
- Provides oversight of the development and maintenance of operational term sheets for all NAHAC programs.
- Collaborates with the NAHAC CEO/COO in developing proposals to the U.S. Treasury for amendment to the HFA Participation Agreement (HFA) including the development of high-level program term sheets.
- Provides oversight and support of Processing Systems program documents and forms, desk procedures and all call center scripts.
- Provides oversight of all operational process improvements and system enhancements of the Processing Systems.
- Support NAHAC staff in managing the administrative budget, the program budget and vendor budgets to help ensure proper stewardship and effective use of public funds. Use delegated authority to review and prioritize deliverables.
- Participate in risk identification and audit findings meetings and recommend appropriate corrective actions and ensure corrective actions are implemented in a timely manner.
- Support NAHAC audits by the U.S. Treasury and direct staff in making corrective actions in a timely manner.
- Support NAHAC financial audits by external auditor and review audit findings, opinion letters and reports regarding the outcome of interim, ad hoc and annual financial statement audits of NAHAC financing. Manage operations oversight and staff in taking appropriate and timely corrective actions.
- Help NAHAC develop policies in support of program changes and provide resolution to program and operational issues.
- Lead NAHAC operations oversight and Processing Systems staff in the timely identification of risk, recommend and/or enact mitigation strategies and identify and oversee development and implementation of contingency plans.
- Support ongoing collaboration with Servicers, financial institutions, counselors, government sponsored entities (GSE), Federal Housing finance Agency (FHFA) U.S. Treasury, local governments and others.
- Direct the ongoing efforts to help ensure the data integrity of the Processing Systems system.

- Oversee and support the Processing Systems system, infrastructure, disaster recovery mechanisms and related IT infrastructure activities. Manage action items, review IT reports and summaries and recommend, oversee and ensure implementation of IT corrective actions to improve Processing Systems efficacy.
- Review, analyze and recommend approval (or disapproval) of all Processing Systems requests for payment of invoices for technical support of the Processing Systems software system, including, hardware and software purchases, time spent by vendors, and for software system development (e.g., programmer Speridian).
- Develop, negotiate and track IT Services Fee service level agreements (SLA), IT incidents and recommend Service Credits, as necessary.
- Develop, implement and maintain Processing Systems production and NAHAC oversight and management reports as contained in the NAHAC's report catalog.
- Facilitate and report progress on information technology related action items to the CEO/COO in the format and as frequently a mutually agreed to by NAHAC and Contractor.
- Review Springboard vendor reporting and interface requirements and provide recommendations for improvement.
- Assess and develop security guidelines for the transmission of the common data file (CDF) to Program loan servicers.
- Monitor and recommend actions necessary to maintain the NMAS system (as defined in the Speridian Agreement) efficiency, capacity and required controls to ensure support for Processing Systems.
- Provide additional oversight, reporting on data analysis of Processing Systems intellectual technology, as necessary, and requested by NAHAC.
- Oversee Processing System vendor system testing, including but not limited to load testing, capacity, and system speed.
- Update, as necessary, the infrastructure review procedures.
- Perform software version, third party contract assessment, and user acceptance testing for a complete and functioning disaster recovery infrastructure.
- Follow-up on findings from disaster recovery reviews, including database, software versions, file storage, and SAN based replication.

The duties and responsibilities described above may provide only a partial description of this position. This is not an exhaustive list of all aspects of the job. Other duties and responsibilities not outlined in this document may be added as necessary or desirable, with or without notice.

QUALIFICATIONS AND REQUIREMENTS:

- Bachelor's degree in related field or equivalent experience preferred
- Project Management Certification
- 5 – 10 Years in Software Development Management
- Strong understanding of the software development cycle.
- Strong leadership, project management skills, time management, and problem solving skills.
- Experience in computer programming using Java, .net or other web application frameworks.
- Be able to excel in idea generation, evaluation, and prioritization, customer and partner engagement, cross-functional technical program management and building/ developing effective teams.
- Experience solving complex and large-scale software problems.
- A record successful delivery of software systems as an individual, team leader and/or development manager.
- A willingness to dive into software environments and technical issues as part of maintaining the skills necessary to manage and advocate products and projects.
- An entrepreneurial spirit with strong product and program management skills.
- Ability to work with technical and non-technical business owners to get things done.
- Excellent written and oral communication.

PHYSICAL DEMANDS:

The physical demands are representative of those that must be met by an employee to successfully perform the essential

functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

- The individual is required to regularly sit at a computer and enter data for extended periods of time.
- The individual is required to listen and talk to individuals and before groups in the performance of the job.
- The individual is regularly called upon to deal with stressful situations and a high work volume.
- The individual is regularly required to stand, walk and drive for extended periods of time.
- The individual is occasionally required to bend, stretch and use hands to handle or feel objects, tools or controls and to reach with hands and arms.
- The individual is occasionally required to lift up to 25 lbs.
- Position requires some travel and scheduling flexibility.

JOB DESCRIPTION ACKNOWLEDGMENT:

I have received a copy of my job description dated _____. The job description describes duties and responsibilities, which apply to me. I agree to read the job description and understand it may be amended as company conditions or requirements necessitate. In that case, changes will be communicated to me.

Employee Signature

Date

Employee Name (printed)

Date

Supervisor Signature

Date

Please keep a copy for your records
