COMPETITIVE
RHA $68,000 - $86,000
RHA 92407

SENIOR BUSINESS ANALYST
(Rochester Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS:

Employees in this position serve as the primary functional bridge between the Rochester Housing Authority operational business units and the agency's enterprise software platforms. This classification differs from the Business Analyst as the incumbent is responsible for advanced system configuration, business process optimization, software release management, and Tier-3 functional troubleshooting. This is a non-database programming role focused on maximizing application efficiency, user adoption, and compliance with federal (HUD), state, local and agency policies. This role supports enterprise processes and systems by conducting training, developing process manuals, providing system administration, user support, and troubleshooting problems. Perform related work as required.

TYPICAL WORK ACTIVITIES:

- Interprets information and organizes it into coherent and comprehensive business process models following an Enterprise Architecture discipline and framework;
- Manages the integration of new business processes with enterprise systems and technology;
- Ensures proper and timely communication of future state;
- Coordinates system implementation with vendors, troubleshooting as needed;
- Facilitates meetings between user departments and IT staff to develop future state processes;
- Develops, coordinates and deploys training of system users;
- Actively works to continuously improve business processes;
- Conducts software testing;
- Sets up and configures software;
- Works collaboratively to plot, improve and streamline workflows;
- Provides new technology application support (i.e., service requests, incident response, problem management);
- Identifies and regularly audits access, approvals, and privileges of various roles;
- Develops and regularly audits process manuals;
- Tests new systems after vendor is selected and during implementation;
- Ensures data governance, integrity and regulatory compliance.
- Troubleshoots system problems and documents solutions.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of system analysis and design;
- Knowledge of functional testing methodologies, test script development, and UAT coordination;
- Knowledge of enterprise application architectures, front-end software configuration principles, and user permission frameworks;
- Skill in written, verbal, and interpersonal communications;
- Skill at verbal and written communication with the ability to explain complex technical concepts clearly to non-technical operational personnel;
- Ability to participate in a technical environment;
- Ability to organize personal workload;
- Ability to write procedures and work instructions;
- Ability to provide user support;
- Ability to act as a member of a team;
- Ability to be customer focused;
- Ability to apply diagnostic, analytical, and conceptual skills;

- Ability to manage vendor relationships;
- Ability to design and maintain reports/dashboards containing actionable data;
- Ability to analyze complex administrative and operational workflows, identify bottlenecks, and translate business needs into system configurations.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

All entry level KSAs, PLUS:

- Knowledge of Rochester Housing Authority and department policies, practices, and procedures.

MINIMUM QUALIFICATIONS:

High School Diploma or equivalent, **PLUS:**

I. Bachelor's degree in Business Administration, Management Information Systems, or closely related field **PLUS** two (2) years of full-time (or part-time equivalent) paid professional experience in business systems analysis, functional application support, enterprise software configuration, or workflow design.

OR

II. Any Bachelor's degree PLUS three (3) years of experience as described in I;

OR

III. Any Associate's degree **PLUS** four (4) years of experience as described in I.

SPECIAL REQUIREMENTS:

- Willingness to be on call on a 24 hour basis.
- Possession of a Class D New York State Motor Vehicle Operator's license at time of hire, AND maintenance of the license throughout tenure in this title.

ADOPTED: OCTOBER 22, 2026