

SENIOR BUSINESS ANALYST FOR PERFORMANCE MANAGEMENT

The New York City Housing Authority is seeking a Senior Business Analyst for Performance Management who will be responsible for leading complex statistical analyses of data collected through various sources; developing and implementing the department's performance-based management system; and spearheading the review of key business processes, policies, and procedures.

Reporting to the Director for Quality Assurance and Performance Management, the Senior Business Analyst will have considerable latitude for decision making. Duties include, but are not limited to, the following:

1. Provide guidance and oversight to a team of six Business Analysts.
2. Lead the development and implementation of the department's performance-based management system, including designing and creating reports.
3. Perform research and complex ad-hoc analyses which involve analyzing data collected through various sources, including interviews, surveys, site visits, workflows, and document reviews.
4. Perform data validation to ensure accuracy and appropriateness of analytic models.
5. Play a key role in the evaluation and redesign of the department's operating and administrative policies, procedures, and processes.
6. Critically evaluate information, synthesize findings to identify areas in need of improvement, and make recommendations.
7. Develop and maintain business process diagrams, workflows, risk assessments, and business cases.
8. Lead discreet projects to analyze management and organization practices.

QUALIFICATION REQUIREMENTS:

1. A master's degree from an accredited college in economics, finance, accounting, business or public administration, human resources management, management science, operations research, organizational behavior, industrial psychology, statistics, personnel administration, labor relations, psychology, sociology, human resources development, political science, or a closely related field, and two years of satisfactory full-time professional experience in one or a combination of the following: working with the budget of a large public or private concern in budget administration, accounting, economic or financial administration, or fiscal or economic research; in management or methods analysis, operations research, organizational research or program evaluation; in personnel or public administration, recruitment, position classification, personnel relations, employee benefits, staff development, employment program planning/administration, labor market research, economic planning, social services program planning/evaluation, or fiscal management; or in a related area. 18 months of this experience must have been in an executive, managerial, administrative or supervisory capacity. Supervision must have included supervising staff performing professional work in the areas described above; or

2. A baccalaureate degree from an accredited college and four years of professional experience in the areas described in "1" above, including the 18 months of executive, managerial, administrative or supervisory experience, as described in "1" above.

EDUCATION AND/OR EXPERIENCE PREFERRED:

1. Experience in research and operational and quantitative data analysis, including quantitative reasoning, statistical and analytical modeling, and operations reporting.
2. Strong statistical background and experience in using business analytics software like SAS and SPSS.
3. Experience with databases and reporting; knowledge of Crystal Reports or similar tools is a plus.
4. Expertise in project management.

SKILLS DESIRED:

1. Excellent verbal and written communication skills.
2. Excellent conceptual, organizational, and analytical skills.
3. Ability to establish priorities, plan, coordinate, and manage own work plan.
4. Strong interpersonal skills and ability to interface with all levels of staff and external contacts.
5. Proven ability to meet goals and deadlines, manage multiple assignments, and handle sensitive information.
6. Advance knowledge of Microsoft Office, Word, Access, Excel, and PowerPoint.

Interested candidates may fax their cover letter and resume to (212) 306-5194, email to HR.Recruitment@nycha.nyc.gov or mail to:

New York City Housing Authority
Human Resources Department
90 Church Street, 5th Floor
New York, NY 10007
Attn: Recruitment Unit
Job Code: Senior Business Analyst-LHD

The New York City Housing Authority is an equal opportunity employer