



Job Description

Title: Director of Information Technology & Compliance

Reports To: Executive Director

Department/Division: IT

FLSA Status: Exempt

Employment Status: Full-Time

Date: July 6, 2021

Position Summary

Director of IT & Compliance is responsible for managing, overseeing, and developing the Agency's computer network systems and telecommunications systems. Responsible for long-range planning for Agency computer network system and communications acquisitions and enhancements and for developing new technical solutions that are responsive to the Agency's objectives. Manages all IT projects. Responsible for ensuring regulatory compliance on the part of the Housing Agency and analyzes risks related to Agency compliance programs and for investigating, reporting on, resolving, escalating, and/or addressing any actual or potential regulatory issues and compliance matters. Responsible for the Agency receiving at least a satisfactory rating concerning HUD agency scoring systems such as Public Housing Assessment Standards (PHAS), Section 8 Management Assessment Program (SEMAP) and other future HUD required evaluation systems. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

Responsibilities

Undertakes and performs the following and all other work-related duties as assigned.

1. Acts as lead for compliance with Public Housing (PH) and Housing Choice Voucher Program (HCVP) and Low-Income Housing Tax Credits (LIHTC) regulations for the Agency.
2. Oversees and conducts audits to ensure that all records and data are in order for all programs.
3. Oversees and conducts continuous assessment of departments and objectives to evaluate efficiency.
4. Reviews Admissions and Continued Occupancy Policy (ACOP) to ensure compliance with Department of Housing & Urban Development (HUD) and state rules and regulations. Ensures ACOP is up to date with current agency and community needs and trends.
5. Reviews the HCV Administrative Plan to ensure compliance with HUD and state rules and regulations.
6. Conducts site audits of case files to ensure correct procedures/policies are followed, office files are correctly organized and required time frames are met; reviews waiting list; summarizes finding in audit report along with necessary corrective action and suggested completion timeline.
7. Directs the development or implementation of compliance-related policies and procedures throughout the Housing Agency's organization.



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8. Manages compliance with the Public Housing Assessment System (PHAS) status on a regular basis; develops, interprets and applies procedures to maintain required internal control records to document PHAS scores.
9. Manages compliance of the Housing Choice Voucher Program using the Section 8 Management Assessment Program (SEMAP) as a minimum to measure performance. Writes and reviews processes and procedures in order provide training to staff on areas of deficiencies from the reviews and also to implement new processes/procedures.
10. Reviews third party tax credit reports and management agent subsidy requests for compliance and accuracy, making recommendations to management for payment.
11. Maintains documentation of compliance activities, such as complaints received or investigation outcomes.
12. Responsible for setting up properties and administering the Public and Indian Housing Information Center (PIC) & Agency Software System; ensures all PIC data as it pertains to unit (Asset Management) are changed and up to date. Trains all managers on Agency procedures, regulations and on-site duties as related to compliance, including on basic Agency Software System /PIC procedures. Ensures procedure manual and handbooks remain up to date on compliance issues.
13. Serves as a confidential point of contact for employees to communicate with management, seek clarification on issues or dilemmas, or report irregularities.
14. Researches, recommends and implement technology-based solutions to monitor compliance requirements based on industry best practices and competitive intelligence.
15. Provides advice and assistance with fraud issues and/or investigations resulting from evidence obtained from fraud detection sources or complaints received regarding tenants or landlords.
16. Oversees reviews of files and records on a regular basis as directed to determine whether contracts are being fulfilled and departmental practices are in compliance with applicable federal, state, and local laws and meet HUD's performance requirements and Agency policies, procedures, and quality standards.
17. Manages, oversees, and develops the Agency's computer network systems, voice and data communications networks by working closely with various levels of personnel in all departments to identify and evaluate technology needs and provide technical solutions and cost-effective approaches for daily administrative and Agency operations.
18. Fosters a cooperative, friendly working relationship between IT personnel and all IT customers (*i.e.*, business users, contractors, suppliers) to facilitate open communications resulting in a high level of cooperation, understanding of necessary aspects and needs of operational systems development, and quality services and products for Agency personnel.
19. Oversees and coordinates long-term planning and production strategies for workstation turnover, database development, software upgrades, and other technologies that are the responsibilities of the IT Department. Reviews, recommends, and approves the acquisition and distribution of all computer hardware, software, telecommunications systems and devices, and other IT systems or services utilized by Agency departments.



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20. Directs and participates in the configuration, repair, maintenance, internal and external security, backup and recovery, and updates of the Agency's Local Area Network (LAN), Wide Area Network (WAN), and telecommunications infrastructure.
21. Manage the Planning and Development process for IT equipment Inventory and Security (hardware and software) needs, while providing Physical and Logical Security (including Antivirus, Firewalls, and Internal Security).
22. Manages and monitors for compliance all IT purchase warranties and contracts. Ensures Licensing Compliance and related issues are enforced and current. Provides timely upgrades/patches.
23. Writes, recommends, and implements policies and procedures pertaining to computer usage to ensure maximum efficiency and security.
24. Provides direct technical assistance and troubleshooting as needed on the mainframe computer to ensure maximum efficiency on the system.
25. Prepares and monitors IT budget to optimize the return of investments for IT resources and computer systems and verifies that resources allocated to IT meet agency plans for competitive positioning and growth.
26. Establishes measurements and monitors IT performance within IT and business support groups.
27. Develops and maintains a business disaster recovery plan for business and IT functional units and ensures security for information and the data center.
28. Develops computer and telecommunications equipment specifications to ensure they meet Agency goals and objectives and do not adversely affect existing technical strategic plans.
29. Oversees all security cameras and system.
30. Maintains the Agency website.
31. Guides the Agency's and senior management to develop and maintain a technical strategic plan which ensures the IT division and Agency are working toward the same vision, mission, goals, and objectives.
32. Serves as Hearing Officer for residents' issues.
33. Attends staff meetings to report on and resolve recurrent data problems.
34. Maintains professional and technical knowledge knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional organizations as applicable.

Education and Experience

Bachelor's degree in Computer Science, Business Administration, or closely related field from an accredited college or university, with at least three (3) years of progressively responsible experience in Network Administration or related areas of responsibility of those years in a middle- to upper-level management capacity. Public sector experience is a plus.

Knowledge and Skills

1. Knowledge and experience in Network Systems including IT Licensing/Warranties and Contracts, Vendor Relations, Desktop Support, Helpdesk, and general understanding of network devices and issues including but not limited to

Failover, Fall back, Redundancy, Backups, Patches/Upgrades/Viruses, Firewalls, Routers, Protocols and Remote Connectivity.

2. Work requires managing and monitoring work performance of a division including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.
3. Final decisions regarding policy development and implementation are made and/or recommended. Interaction with others outside the organization requires exercising participative management skills that support team efforts and quality processes.
4. Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
5. Position must be able to accept major fiscal responsibility and be responsible for department-wide financial decisions. Must be able to assure that appropriate linkages exist between budget requests and departmental goals and objectives. Must be able to understand, follow and monitor Agency budget plans.
6. Ability to read and transcribe written and numerical data and to operate major computer hardware equipment.
7. Knowledge of accounting and payroll systems or related systems for large government or private companies.
8. Ability to establish and maintain effective, professional and tactful working relationships with co-workers and persons outside the Agency.
9. Thorough knowledge of applicable HUD regulations and Agency rules and procedures regarding the determination of eligibility, the calculation of the tenant rent, income limits, voucher limits, and the documentation of information to substantiate the eligibility process.
10. Ability to interpret regulations and standards, and contracts; for compliance with relevant requirements and Agency standards.
11. Ability to prepare clear and concise narrative and statistical reports and deal effectively with situations requiring tact and diplomacy, yet firmness.

Supervision Controls

The employee receives instructions from the Executive Director. Courses of action, deadlines and priorities are established by policy, procedure, rule, regulation or the Executive Director, depending upon the assignment. Normal duty assignments are performed by the employee based on his/her own judgment. Special projects are managed with little oversight.

The employee provides guidance to subordinates in the IT and Compliance Department, setting responsibilities, priorities and deadlines. Such guidance may be broad or specific depending on the circumstances. The employee monitors the work of subordinates for accuracy, completeness, conformity to policy, and achievement of goals or objectives.

Guidelines

Guidelines followed by the Director of IT & Compliance include established policies and procedures, traditional practices, applicable reference materials, regulations, handbooks. Materials used vary with the projects involved and independent research is necessary depending on the activity and/or project requirements. Each task/project is evaluated in light of reach of the work being done and its impact on the Agency.



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Complexity

The employee performs a wide variety of non-routine tasks. The employee must identify the work that needs to be done, determine how to accomplish it, and coordinate, integrate, and prioritize a variety of tasks or assignments, often under pressure to fulfill timelines or respond to emergency situations. The employee must make regular decisions involving usual and unusual circumstances, conflicting data, conflicting and competing demands, or other non-routine occurrences.

Decisions and issues facing the employee involve the impact on Agency operations and options to restore operations as promptly as possible. Projects must align with the Agency's mission and fit within the IT & Compliance portfolio/strategic plan. Some difficulty may be experienced in performing inter-departmental, large-scale projects involving significant change. Originality, imagination, and broad technical knowledge are required to successfully achieve objectives.

Scope and Effect

The employee's work affects the Agency as a whole. Through appropriate application of technology systems, the Agency can more effectively and efficiently achieve its' goals and mission. Appropriate technology implemented in a systematic approach ensures maximum financial and non-financial (e.g., impact on operations, performance, results, client satisfaction, better information, shorter cycle-time) benefits and return on investment for the Agency.

Personal Contacts

The employee's personal contacts are mostly with all levels of Agency staff, vendors, contractors, consultants, HUD officials, Board Members, etc. The purposes of these contacts are to give or exchange information, resolve problems, provide services, motivate, influence, interrogate, justify, defend, negotiate, and make decisions.

Sometimes difficulty may arise if contacts are skeptical, uncooperative, unreceptive, or hostile, but the employee fulfills desired objectives of the contacts through effective communications (both listening and speaking).

Physical Requirements

1. Work is principally sedentary but may involve eyestrain and some physical exertion during light lifting and carrying, installing, and repairing computer systems.
2. Must be able to sit and/or stand for up to eight (8) hours at a time while performing work duties.
3. Work may involve some physical exertion, such as kneeling, crouching, reaching, carrying or lifting and eyestrain from working with computers and other office equipment.
4. Must be able to bend, stoop, push, and pull in the performance of duties
5. Must be able to use fingers bilaterally and unilaterally to operate office equipment
6. Must have vision and hearing corrected to be able to perform essential job functions
7. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress
8. Must maintain a professional appearance and portray a positive image for the Agency.
9. Must be able to maintain punctuality and attendance as scheduled
10. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.



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Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted and ventilated.

Other Requirements

1. Must possess a State of Georgia driver's license and maintain a good driving record.
2. May be required to work an unusual work schedule.
3. Must work with the highest degree of confidentiality.
4. Must be available for occasional overnight travel for training.
5. Must pass employment drug screening & criminal background check.

The Brunswick Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Brunswick Housing Authority is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

EMPLOYEE SIGNATURE

DATE

MANAGER SIGNATURE

DATE