

Yardi Business Systems Analyst

Position Header

Field	Detail
Position Title	Yardi Business Systems Analyst – Public Housing & HUD Programs
Alternate titles	Yardi Systems Analyst – Housing Authority Operations
Reports To	Chief Financial Officer (CFO)
FLSA Status	Non-Exempt
Department	Finance

Position Overview

The Housing Authority of Columbus, Georgia (HACG) seeks a Yardi Business Systems Analyst who is a proven Yardi expert with hands-on public housing authority (PHA) experience. Under the general direction of the CFO, this position is the Authority's primary Yardi subject-matter expert, supporting the systems that run Public Housing, Housing Choice Voucher (HCV), Capital Fund, and Central Office Cost Center (COCC) operations.

The analyst provides first-tier Yardi support, configures and optimizes Yardi workflows, builds and validates operational, financial, and HUD-facing reports, and leads system projects from requirements through testing and training. This role also supports the accuracy of data used for HUD submissions and audits. Candidates must already understand how Yardi is configured and used in a HUD-regulated housing authority; this is not a position for someone learning Yardi or housing programs on the job.

Duties & Responsibilities

- Yardi Subject-Matter Expert & First-Line Support:** Serve as the Authority's first line of support and internal expert for Yardi. Document and resolve user issues such as account creation, logon problems, security role changes, form use, folder deletion and retrieval, and workflow assistance, and escalate to Yardi support with clear documentation when needed.
- Yardi Configuration & Administration:** Maintain Yardi user security, roles, and approval workflows; support period and batch controls, posting issues, and system setup across Finance, Public Housing, HCV, and other departments; and recommend configuration changes that improve accuracy and efficiency.
- PHA Program & Fund Accounting Support:** Support Yardi processing for Public Housing, Housing Choice Voucher, Capital Fund, and COCC programs, including program and project (AMP) separation, cost allocation, HAP payments, tenant rent calculations, and recertification processing. Research and correct discrepancies between Yardi and program records.

4. **HUD Reporting & Compliance Data Support:** Help ensure Yardi data supports required HUD submissions and reviews, such as PIC/IMS-PIC, VMS, and REAC/FDS financial data, as well as audits and monitoring. Identify and correct data errors before submission, and document how reported figures tie back to source records.
5. **Reporting & Data Quality:** Develop, validate, and maintain operational, financial, and management reports using Yardi reporting tools, SQL Server Reporting Services (SSRS), and SQL. Perform quality control to ensure accuracy, reconcile report output to the general ledger and source data, and refine data sources.
6. **Incident Triage & Troubleshooting:** Triage, troubleshoot, and resolve software incidents; identify root causes rather than repeating workarounds; and debug reports and code by testing for and fixing errors.
7. **Upgrades, Testing & Vendor Coordination:** Plan and coordinate testing of Yardi version upgrades, patches, and new functionality; lead user acceptance testing; and serve as the Authority's day-to-day contact with Yardi support and other vendors.
8. **Requirements Definition & Project Leadership:** Meet with department heads, system owners, and end users to define business, financial, and program requirements. Serve as project lead for new or enhanced Yardi modules and related applications, coordinating stakeholders and vendors from analysis through deployment.
9. **Business Process & Systems Analysis:** Analyze and document Yardi-based business processes, evaluate their effectiveness and efficiency, and develop strategies to better leverage Yardi and ensure compatibility with other Authority systems.
10. **Training & Documentation:** Develop curriculum and train employees on Yardi and other Authority applications; prepare clear user procedures, process documentation, and reports for the work performed.
11. **Database Support:** Provide first-tier database support, including creating and modifying SQL queries and scripts; importing and exporting databases between production and development environments with appropriate protection of tenant and participant data; monitoring servers for job alerts and taking corrective action; and performing software patching to keep systems in compliance with applicable standards.

Required Education & Experience

Yardi experience and housing authority experience are required, not preferred.

- **Education:** Bachelor's degree in business, accounting, information systems, or computer science. An equivalent combination of education and experience that provides the necessary knowledge, skills, and abilities may be considered.
- **Yardi Experience:** Minimum of five years of hands-on Yardi experience in business analysis, administration, and support, including Yardi reporting, workflow and security configuration, and system upgrades or patches.
- **PHA / HUD Experience:** Minimum of two years working with Yardi in a public housing authority or other HUD-regulated housing environment (Public Housing, Housing Choice Voucher/Section 8, or similar), including exposure to HUD reporting requirements and program-based fund accounting.

- **Database & Reporting:** Demonstrated experience writing SQL queries, building SQL Server Reporting Services (SSRS) reports, and working with relational databases and client-server concepts.
- **Software Proficiency:** Proficiency with large administrative databases, database software, SQL, and Microsoft Office (Outlook, Word, Excel, PowerPoint).

Preferred Qualifications

These strengthen a candidacy but are not required.

- Yardi certification or formal Yardi training
- Experience with Yardi Affordable Housing, Public Housing, or HCV-specific modules and with Yardi interfaces to HUD systems
- Experience supporting a PHA through a REAC, SEMAP, or audit review
- Experience with Yardi Procure to Pay, Maintenance, or integrations with third-party systems
- Familiarity with HUD program rules for rent calculation, recertification, and voucher administration
- Experience leading a Yardi upgrade, migration, or new module implementation

Knowledge, Skills & Abilities

- **Yardi Expertise:** Expert-level knowledge of Yardi navigation, setup, security, workflows, reporting, and troubleshooting, and of how Yardi modules interact across Finance and program departments.
- **Housing Authority Knowledge:** Working knowledge of public housing and HCV operations, HUD reporting (such as PIC/IMS-PIC, VMS, and REAC/FDS), and fund and program accounting in a PHA.
- **Technical Knowledge:** Knowledge of information system operating concepts, database design, reporting standards, and methods for software development, enhancement, and maintenance; ability to plan and organize application projects based on Authority specifications.
- **Analytical & Problem Solving:** Defines and analyzes problems, finds root causes, identifies solutions, and articulates recommendations; keeps current on Yardi releases and HUD requirements that affect the Authority.
- **Communication:** Writes and speaks clearly with internal and external stakeholders, and explains technical issues to non-technical staff; prepares clear documentation, user procedures, and reports.
- **Collaboration & Leadership:** Builds trust and works well with finance, program, and operations staff; leads projects with strong organization and time-management skills; addresses issues constructively.
- **Adaptability:** Works effectively under pressure in a fast-paced environment around reporting and month-end deadlines; adapts to changing business needs; completes work efficiently and to Authority quality standards.
- **Inclusion:** Values open-mindedness and multicultural perspectives; treats others with respect and promotes cooperation.

Physical & Special Requirements

- **Transportation:** Must possess and maintain a valid Driver's License and an acceptable driving record, and be insurable under the Authority's plan.
- **Bonding:** Ability to be covered under the Authority's fidelity bond.
- **Background & Assessments:** Must consent to and pass required assessments and a criminal records and driving records background check.
- **Confidentiality:** Must safeguard confidential tenant, participant, and financial information accessed through Yardi and related databases.
- **Physical Demands:** Work regularly requires sitting, speaking or hearing, using hands to finger, handle, or feel, and repetitive motions; frequently requires standing and reaching with hands and arms; and occasionally requires walking, climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling, and lifting.
- **Work Environment:** Work is generally performed in a moderately noisy location (e.g., business office, light traffic) with no exposure to environmental conditions; requires standard vision, preparing and analyzing written or computer data, and clear vocal communication to convey detailed or important instructions accurately.

Compensation & Benefits

Compensation: \$62,000 - \$91,000. The salary range provided is a good faith estimate; however, final pay is flexible and determined based on the candidate's qualifications, experience, and internal equity.

The Housing Authority of Columbus, Georgia (HACG) offers a comprehensive benefits package designed to support the financial, physical, and mental well-being of our team.

Retirement & Financial Security

- **Employer Contribution:** HACG may match up to 15% of base pay to a 457(b) Employee Deferred Compensation Plan (a tax-advantaged retirement plan for governmental employees) following six months of full-time employment.
- **Disability Coverage:** Long-term disability insurance is provided at no cost to the employee.

Health & Wellness

- **Medical Insurance:** HACG covers 75% of medical premiums, with no deductibles or copays if using in-network providers.
- **Dental & Vision:** HACG covers up to 75% of dental and vision premiums.
- **Mental Health:** Employees receive 12 visits per year through our Employee Assistance Program (EAP).
- **Fitness:** HACG will subsidize 50% of monthly membership dues for approved health club facilities.

Paid Time Off (PTO)

- **Vacation Leave:** Accrual begins upon hire, with eligibility to use leave after six months. Accruals scale with tenure, up to 25 days per year.

- **Sick Leave:** Employees accrue 13 days of sick leave per year, usable after 90 days of service for personal or immediate family care.
- **Holidays & Personal Time:** Includes 9.5 paid holidays, one floating personal day, and an additional 20 hours of personal time granted every calendar year, usable during the 6-month probationary period.