

## Business Systems Administrator

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**Department:** Operations  
**Reports to:** Business Systems Manager  
**FLSA Status:** Non-Exempt

**Position Summary:** The Business Systems Administrator is responsible for the day-to-day operations and support of all business systems. SAHA's main business systems currently include Yardi, Rent Cafe, Active Directory, Egynte, and Zoom. The Systems Administrator is also responsible for the research, analysis, recommendation, testing, and implementation of new technology initiatives and process upgrades to help achieve the goals of the organization.

**Primary Duties & Responsibilities** include but are not limited to the following:

### System Administration

- Responsible for the new setup and maintenance of employee profiles, properties, and accounting settings within various systems.
- Maintains, manages and troubleshoots systems configuration, which includes workflows, security permission levels, user access and Active Directory groups, and customization of menus. Also provides routine monthly and quarterly QA reporting.
- Updates and maintains SAHA website. Updates layout, property and project pages, and other functional items as necessary. Receives editorial content edits from Systems Manager, COO, CEO, and others, and publishes approved content to website. Updates and maintains Google My Business account, which includes content, photos, office hours, holidays, maps, etc.
- Responsible for day-to-day administration of centralized phone system. This includes working with assigned vendor or consultant to maintain the system.

### System Support

- Supports the Compliance Department with troubleshooting and updating reports, letters and applications within the shared system. These includes but are not limited to verification form, resident notices, waiting list letters, denials, voucher reconciliations, leasing and application packets.
- Serves as liaison between staff and system vendors, with an emphasis on providing enough support to staff that allows and empowers them to effectively operate within SAHA systems.
- Serves as internal point of contact for escalated or unresolved helpdesk issues, Yardi tickets, and web vendor tickets. Follows up on outstanding or delayed tickets with vendor and moves tickets to resolution.
- Assists with managing work of IT and system vendors to ensure timely turnaround of requests and quality of work.
- Analyzes business system issues affecting users. Works closely with system vendor and super users to remedy issues and recommends solutions.  
Stays current on all assigned business systems solutions and their relevance in the marketplace.

### Infrastructure Development & Special Projects

- Working with Business Systems Manager, tests new technology, and assists with the implementation of new technology and new modules within existing systems.
- Provides training when implementing new technology projects or updating systems.
- Assists with gathering data and research to ensure settings, reports, and procedures are consistent with audit and compliance requirements.

- Assists with documenting technical procedures, processes, and policies.
- Creates and maintains customized reports within business systems for other departments.
- Additional duties as assigned.

### **Qualifications: Skills, Knowledge and Abilities**

*To perform this job successfully, an individual must be able to perform each duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Education and/or Experience**

- Bachelor's degree or equivalent work experience.
- Prior experience in the administration, management, or implementation of business systems/software is highly desirable.
- Prior experience or knowledge of Property Management and Compliance is desirable.
- Must be highly skilled in Microsoft Office (Excel, Word, Outlook). Intermediate to advanced skill is highly desirable.
- Prior experience with SQL or other programming is a plus.

### **Abilities and Attributes**

- Excellent analytical thinking, critical thinking and problem solving skills.
- Ability to provide excellent customer service to both internal and external parties.
- Strong computer literacy, with the ability to learn, navigate, and troubleshoot systems.
- Excellent written and oral communication skills with ability to provide clear and descriptive communication in all circumstances. Must also be able to edit own work for spelling and grammar.
- Highly independent with ability to handle daily responsibilities and projects with minimal direction.
- Ability to handle shifting and multiple priorities in a fast paced, growth environment.
- Must be pro-active in identifying and proposing solutions with the ability to exercise sound judgment in all matters.
- Proven ability to conduct research, coordinate multiple projects, solve problems, prepare/update supporting documentation and maintain records.
- Ability to work collaboratively with different levels of management, external vendors, and a wide variety of individuals.
- Must be accurate and highly detail-oriented with follow-through skills.
- Ability to work under pressure and successfully meet deadlines.
- Flexible, creative and well organized.
- Leadership and presentation skills.

### **Supervisory Responsibilities**

- None

### **Mathematical Skills**

- Ability to apply concepts such as fractions, percentages, and proportions to practical situations.
- Ability to develop spreadsheets and analyze financial data.
- Must be highly accurate in mathematical computations.

### **Physical Demands**

- Position requires simple grasping and fine manipulation, sitting at a desk and using a computer for extended periods of time, moderate use of telephone, standing, walking, bending and reaching.
- Requires occasional lifting or moving of objects up to 15 pounds.

**Work Environment**

- This job is mainly conducted in an open office environment where noise and temperature variations are minimal.
- Considerable stress may occur with occasional long hours.
- Infrequent driving is required, primarily within Alameda and Contra Costa counties.

*This job description is not inclusive of all responsibilities, skills, requirements, efforts or working conditions associated with this position. While this job description is intended to be an accurate reflection of the current position, management reserves the right to modify the position or to require that other or different tasks be performed when circumstances change. This job description replaces all previous descriptions for this position.*

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