

Business Analyst I - HMIS User Support Specialist

Salary - \$66,103.86 - \$110,173.86 Annually

Location - FAIRFAX (FH22), VA

Job Type - FT Salary W BN

Job Number - 24-01655

Department - Housing & Community Dev

Opening Date - 07/06/2024

Closing Date - 7/26/2024 11:59 PM Eastern

Pay Grade - S24

Posting Type - Open to General Public

To apply: <https://www.governmentjobs.com/careers/fairfaxcounty/jobs/4563428/business-analyst-i-hmis-user-support-specialist?keywords=business%20analyst&pagetype=jobOpportunitiesJobs>

Job Announcement

Make a difference – join our team to empower communities and build futures!

The Fairfax County Department of Housing and Community Development works in partnership with the Redevelopment and Housing Authority to serve the people of Fairfax County by creating housing opportunities to promote inclusive and thriving communities. Help make our vision of a community everyone can afford to call home a reality!

Join a team that is committed to ending homelessness in Fairfax County. Works as part of the Office to Prevent and End Homelessness (OPEH) providing leadership and system administration for Fairfax County's Homeless Management Information System (HMIS). This position works in an office environment where security, responsibility, and accountability are of the highest importance.

Duties include:

- Supports five user committees responsible for governance of an application designed to collect data for programs serving clients in more than fifteen Fairfax County agencies and non-profit partners.
- Plans, develops, and delivers trainings related to the HMIS and Share Point site.
- Develops and maintains SharePoint site containing documentation and resources supporting HMIS work.
- Conducts data validation, data analysis, acceptance testing and develops system documentation for the HMIS.

Read about Fairfax County Department of Housing and Community Development, click [here](#). And review [here](#) the Fairfax County Redevelopment and Housing Authority Fiscal Year 2023 annual report.

We are committed to the One Fairfax Policy by intentionally considering equity when making policies, delivering programs and services, considering diverse ideas and perspectives, and communicating with transparency in the decision-making processes. Click here to learn more about the [One Fairfax](#) policy.

Working for Fairfax County Government offers a culture of well-being that empowers, educates, and engages employees and promotes a holistic approach to physical, mental, emotional, social,

spiritual, and financial wellness.

Watch these videos to learn more:

Click [here](#) to watch a video on working for Fairfax County Government.

Click [here](#) to watch a video on benefits offered by Fairfax County Government.

Note: Effective July 13, 2024, compensation plans will be increased by 2% (market rate adjustment). <https://www.fairfaxcounty.gov/hr/fy-2025-compensation-plan>

Employment Standards

MINIMUM QUALIFICATIONS:

[Any combination of education, experience, and training equivalent to the following:](#)

(Click on the aforementioned link to learn how Fairfax County interprets equivalencies for "Any combination, experience, and training equivalent to")

Bachelor's degree in business, computer science or a field related to the department where the information technology services are being used; plus six months of experience analyzing business processes and/or developing/maintaining the main business system, technical platform or a related system.

NECESSARY SPECIAL REQUIREMENTS:

The appointee to this position will be required to complete a criminal background check to the satisfaction of the employer.

PREFERRED QUALIFICATIONS:

- A broad and less traditional background may be a plus.
- Strong interpersonal skills and a patient approach to customer support and troubleshooting.
- The ability to provide end user support assistance by telephone, email, face-to-face and virtual environments is essential.
- Experience providing training planning, development, and delivery; technical assistance; tracking and reporting data using a database; data entry troubleshooting, data integrity and data quality maintenance; documentation of system configuration; experience supporting users groups responsible for governance of an application; system administration support; SharePoint site configuration and management; Nintex workflow development and maintenance; Microsoft Power Apps experience.
- Experience supporting homeless or, more broadly, social or medical services.
- All duties are performed in a professional and timely manner, in an office environment where security, responsibility, and accountability are of the highest importance.

PHYSICAL REQUIREMENTS:

Job is generally sedentary in nature; however, must be able to stand, sit and walk as needed to perform core job functions. Must be able to bend and carry items up to 15 pounds. Visual acuity is required to read data on computer monitor. Must possess the ability to communicate effectively, both orally and in writing. Must be able to operate keyboard-driven equipment. All duties performed with or without reasonable accommodations.

SELECTION PROCEDURE:

Panel interview; may include practical exercise.

The population of Fairfax County is very diverse where 38.7% of residents speak a language other than English at home ([Spanish, Asian/Pacific Islander, Indo-European, and others](#)) and we

encourage candidates bilingual in English and a foreign language to apply to this opportunity.

Fairfax County Government prohibits discrimination on the basis of race, color, religion, national origin, sex, pregnancy, childbirth or related medical conditions, age, marital status, disability, sexual orientation, gender identity, genetics, political affiliation, or military status in the recruitment, selection, and hiring of its workforce.

Reasonable accommodations are available to persons with disabilities during application and/or interview processes per the Americans with Disabilities Act. Contact 703-324-4900 for assistance. TTY 703-222-7314. DHREmployment@fairfaxcounty.gov EEO/AA/TTY.