



Housing Counselling & Financial Services Data Analyst -Worcester, MA

Housing Counselling and Financials Services Data Analyst will have the primary responsibility to retrieve, format and provide insight including trends in RAFT, HMLP, HCEC and other programs related to housing counseling and financial services. This position will provide technical support, and a in depth understanding of HUD reporting requirements. Analyst will support set up of authorized users that ensures consistency and compliance. This role is collaborative in nature and needs to the ability to work with minimal supervision.

Key Responsibilities

- Extraction of data from RAFT software to include, HAPPY Soft Pro, ETO Database and MRI software applications to assist in preparation of data communication to funder.
- Remain current in trends effecting software regarding regulations, reporting quality assurance and training support as needed.
- Ability to review data sets for accuracy and data integrity from multiple sources for quality assurance.
- Support migration of data to different platforms when requested by RCAP or funder to support regulatory compliance.
- Working with software developer for report customization to meet data requirements as well as have the ability to create ad hoc reports as needed.
- Collaboration with director and deputy to determine short and long-term data collection needs and appropriate use of data resources to specific projects.
- Ability to be actively engaged in funder calls and communication when directly applicable to data management.
- Maintains close working relationship with internal IT support personal and 3rd party designated IT providers.
- Assigns and maintains applicable user authorization list to include role assignments and validates access.
- Follows security protocols for organization as well as funder to support regulatory compliance to include audit compliance material when requested.
- Attends training where applicable and provide updates to management on material presented by funder or otherwise.
- Support the training in software for new hires as well as overall programmatic to staff when there are programmatic requirement changes.
- Fields questions from employees, funders, and 3rd party software vendors when applicable to troubleshoot technical issues or support general data requests.
- Ability to provide insight to data sets and recommend innovative solutions to director and deputy.

Education and Experience Requirements

- Associates with 2 years IT focus to include proven applicable experience or
- Bachelor's Degree with experience in data management or non-profit business administration
- 2 years' experience in housing subsidies or non-profit housing programs



- Strong understanding in IT housing software
- Demonstrates expertise to identify needs, problem solve and provide recommendations for solutions.

Certifications or Licensures

- Certification classes related to relevant program support from funder
- Nam McKay or Quadel Certification
- DHCD training where applicable

Working Conditions

- Home office setting
- Corporate office setting
- Minimal travel throughout region when needed

Interested candidates, should submit a resume and cover letter to hr@rcapsolutions.org

Compensation and Benefits:

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 13 paid holidays, STD/LTD, etc. To Apply: Send cover letter and resume to our Human Resources Department or Email: HR@rcapsolutions.org

Location –Worcester, MA

Grade Level: 17