



District of Columbia Housing Authority

Vacancy Announcement

Central Office

VACANCY ANNOUNCEMENT #19-23

Title: Application Systems and Office Processing Tools Trainer	Department: Office of Information Technology
Grade: DS-2210-13	Salary Range: \$86,152 pa - \$115,018 pa
Opening Date: 02-21-19	Closing Date: Open until filled
Area of Consideration: DCHA Employees and the General Public	

Duties and Responsibilities:

- Primary responsibility is to train end users on the electronic Voyager System, to include:
 - a) Ensure staff are set up correctly and understand what is required of them in the system; and
 - b) Initially working and learning from Yardi their Voyager product, conduct the following:
 - i. Introduce staff to and give initial training on Voyager as it pertains to their job function
 - ii. Help provide guides for new features as they become available;
- Develop comprehensive training materials, ensures all pre approval steps have been followed;
- Verify that staff understand how to correctly enter data to maintain accurate reporting to management and HUD and qualified third party entities;
- Provide assistance to the ITD Applications Team, when warranted, to staff who are having problems with data entry into the Voyager System;
- Provide refresher trainings on the Voyager System, especially when it is deemed necessary;
- Provide assistance to the ITD Applications Team to help staff with their productivity reporting;
- Work with the ITD Applications Manager when Voyager System updates affect the functionality of the system with ad hoc training and/or release notes interpretation and instruction; alert staff of changes that would affect their data entry and reporting;
- Relay suggestions of needs of the users to ITD staff regarding the Voyager System;
- Learn/Know the agency processes for the management of Residents/Recipients, Property Management in order to assist with:
 - a) Work with the Applications Manager/ITD Director on plans for work flow/process improvements
 - b) Provide assistance, when needed, to ITD staff and employees with their productivity reporting, resident/recipient reporting, and other reports as requested;
- Performs other related duties as assigned

Qualification Requirements:

Bachelor of Science degree (B. S.) from an accredited college or university in computer science or related field, and a concentration in software applications; and at least five years related experience. Demonstrated experience in training and applications administration; Programming experience; working knowledge of financial applications, preferably in an ERP environment; SQL Server and data management experience required; or other equivalent combination of education and experience which meet the minimum qualifications requirement may be substituted.

Must be a Microsoft Certified Applications' Developer or Microsoft Certified Database Administrator or possess other equivalent IT certifications.

Quality Ranking Factors:

The following ranking factors will be used in the evaluation process. All applicants must respond to each ranking factor by providing a narrative statement addressing the factors listed below. Please describe specific incidents of sustained achievements from your experience that show evidence of the level at which you are applying. You may refer to any experience, education, training, etc. that includes the degree to which you possess the job related knowledge, skills and ability described in the ranking factors.

Note: *Failure to respond to all ranking factors will eliminate you from consideration.*

Ranking Factor #1: Demonstrate a high degree of skill in communication and positive interaction with all DCHA employees, prospective employees, external agencies/companies, and the community at large.

Ranking Factor #2: Competency with Microsoft Word, Excel, Outlook, and touch-typing skills.

Ranking Factor #3: Ability to learn basic computer troubleshooting in order to teach software (i.e.: issues arise when configuring the browser)

Ranking Factor #4: Computer skills including browsing for files in an operating system and operating a web browser.

Other Significant Factors:

- Applicants who require accommodations or have questions in the application process should contact the Human Resources Department at (202)535-1618.
- This position **is** in the Collective Bargaining Unit represented by AFGE Local 2725

The District of Columbia Housing Authority (DCHA) conducts pre-employment screening on specified positions, which may include but is not limited to a criminal background check, drug and alcohol testing, verification of academic credentials, licenses, and certifications, and/or verification of work history.

This position has been designated by the department to require a drug and alcohol screening and background check. Finalist(s) for this position will be subject to drug and alcohol testing and will be required to consent to a pre-employment background check as a condition of employment.

For consideration please submit your application to:

**Human Resources Department
1133 North Capitol Street N.E., Room 222
Washington D.C. 20002
Fax # (202) 535-1375**

DCHA IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER