WASHINGTON STATE
HOUSING FINANCE COMMISSION

Opening doors to a better life

Business Systems Administrator

Posting Date:	June 20, 2025
Closing Date:	Open Until Filled. *Applicants are encouraged to apply as soon as possible. First review of applications is July 7, 2025.*
Salary:	$7,361 - $9,659 Monthly
Location:	Hybrid remote and onsite at 1000 2nd Ave., Suite 2700, Seattle, WA Our office is located in downtown Seattle's Financial District on 2nd Avenue and Spring Street and is within walking distance to Pike Place Market and Seattle's scenic waterfront.

**In addition to the salary posted above, this position is currently receiving an additional 5% premium pay due to the position being in King County.

The Washington State Housing Finance Commission (WSHFC) is currently recruiting for a full-time, permanent **Business Systems Administrator** position in the Information Technology Division.

The Information Technology unit is a part of the Administration division within the Washington State Housing Finance Commission. The Administration Division provides leadership in developing statewide housing policy and directs the implementation of the Commission's programs. The information Technology unit works to support the commission staff in accomplishing the commission's goals and objectives. This position is one of four positions within the Information Technology unit responsible for all commission business systems, including Homebase, Navision, and Emphasys.

The role of this position is to maintain and strategically design and implement Salesforce based solutions, including integrating with other software platforms and data warehouses. This includes selecting, blueprinting, gathering requirements, designing, and rolling out Salesforce solutions to end users. The **Business Systems Administrator** also ensures Salesforce availability through support functions and in-depth testing. This includes acquiring resources and coordinating the efforts of team members and third-party contractors or consultants to deliver projects according to plan. They will also define the project's objectives and oversee quality control throughout its life cycle.

The duty station for this position is Seattle, WA. The work associated with this position will be performed through a combination of teleworking and complemented with onsite work and meetings as needed. Employees must reside in Washington state and within a reasonable distance of our worksite to respond to workplace reporting requirements.

Who we are:

The Commission is a market-driven and self-supporting agency created to provide below-market rate financing for building, purchasing, or preserving affordable housing and nonprofit capital facilities. The Commission functions as a financing conduit between developers, lenders, first-time home buyers, real estate professionals, and nonprofit organizations to provide affordable financing for homes, rental housing, civic and social services facilities, energy conservation projects and first-time farmers and ranchers.

We believe that creating a diverse, inclusive, and equitable environment is important and vital to the success of the Commission. We believe in working together to create an environment free from harassment and

discrimination and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual.

Principal Responsibilities:

- Strategically design, blueprint, and implement Salesforce-based solutions, from gathering requirements to overseeing rollout to end-users.
- Lead and manage projects for Salesforce implementation and ongoing use, aligning them with organizational objectives.
- Evaluate, install, and configure new Salesforce releases and features to continuously optimize system performance and integration capabilities.
- Lead integration efforts for Salesforce with various Business Intelligence (BI) platforms, other critical enterprise applications (such as Homebase, Navision, and Emphasys), and the Commission's data warehouses.
- Actively collaborate in the design and development of databases and data warehouses to work seamlessly with Salesforce.
- Perform routine database maintenance tasks, including diagnostic testing and comprehensive data cleansing for data integrity and system efficiency.
- Analyze user requirements and translate them into clear functional specifications for Salesforce solutions and related applications.
- Design and deliver comprehensive end-user training programs and materials, coupled with providing ongoing technical support as needed.
- Act as a Salesforce subject matter expert, promoting its benefits and fostering its effective utilization across relevant divisions within the organization
- Develop and maintain detailed documentation of processes, including precise error reports and comprehensive records of changes to field history tables.
- Prepare comprehensive reports for various divisions, leveraging data from Salesforce and integrated systems to directly support the Commission's goals.
- Coordinate efforts with team members and third-party contractors or consultants to achieve timely and successful project delivery

We are most interested in candidates who meet or exceed the following criteria:

- Successful track record of leading significant projects or initiatives from idea phase through successful execution.
- Proficiency with configuring and maintaining Customer Relationship Management (CRM) or Software As A Service (SAAS) applications.
- Extensive experience with tier-one applications, databases, and data warehouses, including strong command of Salesforce, MS SQL Server, and Power BI
- In-depth technical knowledge of network, PC, and various platform operating systems, coupled with advanced proficiency in Microsoft Windows environments.
- Proven ability to skillfully analyze complex user requirements and translate them into precise functional specifications, leading to the successful development of robust front-end applications.
- A comprehensive understanding of relational database structures, theories, principles, and practices, complemented by practical experience utilizing database design applications
- Skilled application of data processing flowcharting techniques for clear system visualization and process optimization.
- Expertise and working knowledge of relevant data privacy practices and laws.
- Demonstrated experience across the full lifecycle of computer software applications, including their analysis, design, installation, and maintenance, alongside a proven track record of providing high-quality customer and technical support within an IT environment.

Desirable Skills:

- Bachelor's degree in Business Administration, Computer Science, Finance, Information Systems or a related field.

A combination of skills, abilities, experience, and education may be substituted to demonstrate that you are qualified for this position.

Benefits:

We offer a generous benefits package that includes a full array of family medical, dental, life and long-term disability insurance coverage; a state retirement plan; deferred compensation; 12 paid holidays; paid vacation, sick and military leave; subsidized bus, train, or ferry passes; credit union memberships; alternate workweek schedules, and telecommuting.

Application Procedures:

Applicants who meet the qualifications are asked to submit **all** the following items to be considered for this position:

- Completed NEOGOV online application: Please use the following link to do so: https://www.governmentjobs.com/careers/washington/jobs/4980907/business-systems-administrator

- Cover letter describing how your skills and experience align with the stated job responsibilities and qualifications.

- List of three or more professional references **(all references must be current and/or former supervisors)**,

- Current resume indicating relevant experience, knowledge, skills, and education.

Web Site: http://www.wshfc.org.

Applicants are encouraged to apply as soon as possible. The recruitment process will remain open until filled. First review of applications is July 7, 2025.

Please include your name and preferred pronouns in your application to ensure we address you appropriately throughout the application process.

To qualify and receive veteran's preference, you must attach a copy of the discharge, DD214 or NGB Form 22, with your application materials.

By submitting the application materials, you are indicating that all information is true and correct to the best of your knowledge. You understand that the Housing Finance Commission may verify information and that untruthful or misleading information is cause for removal from the applicant pool or dismissal if employed. Only those individuals who clearly demonstrate the stated qualifications will be considered.

The Washington State Housing Finance Commission is committed to providing equal employment, job assignments and promotional opportunities to all qualified applicants and employees. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. We are committed to providing reasonable accommodation to all staff as needed. Women, black, Indigenous and people of color, persons with disabilities, persons over 40 years of age, all honorably discharged veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may contact the WSHFC Recruiting Team at Christopher.vasquez@wshfc.org or at (206) 287-4439.