

SOFTWARE ENGINEERING ANALYST

SALARY RANGE: \$60,000 - \$85,000+

FLSA: Exempt

LOCATION: Boston, MA

CONTACT: jobs@naca.com

BENEFITS: Excellent single/family health, vision and dental PPO, 75% employer contribution and 401(k)

NACA

NACA is the country's preeminent non-profit homeownership and advocacy organization with over two million Members through over forty-five offices nationwide. Over the past thirty years NACA has established a track record that has earned both the respect and fear from others in the lending industry. NACA stands out in the following areas: 1) It is the most effective organization in the country in providing affordable homeownership; 2) It is the place to work to fight for economic justice for those dedicated and willing to work hard; and 3) It provides unprecedented opportunities for staff to do well financially by doing good.

Started in 1988, NACA has won campaigns against some of the country's most powerful companies and individuals that engaged in predatory and discriminatory lending. NACA's success is a result of its aggressive, confrontational advocacy and state-of-the-art systems and operations. The purchase program provides comprehensive counseling as HUD's largest housing counseling agency (through its Neighborhood Stabilization Corporation subsidiary) with access to NACA's Best in America mortgage: no down payment, no closing costs, no requirement for perfect credit and always at a below-market, fixed interest rate. NACA has over \$15 billion in mortgage commitments from the country's largest lenders to support this program. Through its HomeSave program for homeowners with an unaffordable mortgage, NACA is also the most effective in providing affordable solutions and has done so for over 250,000 at-risk homeowners nationwide.

Built on this track record of success, NACA is undertaking rapid expansion across the country with the hiring of many additional staff nationwide. NACA continues its aggressive advocacy in fighting for economic justice for low- to moderate-income people and communities. In addition to affordable homeownership, NACA takes on economic justice issues such as student debt, tax equity, income inequality, environmental and other issues. Employees at NACA have a tremendous impact on the communities and the Members they serve. For more information about NACA, its history and programs, visit www.naca.com.

SOFTWARE ENGINEERING ANALYST:

The duties of a Software Engineering Analyst are broad, and they must be able to recognize the importance of basic computer programming in addition to high-level software development. The Software Engineering Analyst must be able to easily understand and translate management ideas into computer code. He/she would work directly with the lead software developer.

The Software Engineering Analyst is primarily responsible for maintaining the reliability and functionality of software applications by performing updates, fixes, and maintenance as required; the Software Engineering Analyst also assists with all Software Engineering functions, including but not limited to: troubleshooting, bug fixing, and user education, instructing employees in the proper use of software

applications. Additionally, the Software Engineering Analyst participates in special projects that include development, testing, roll outs, implementations, training, and user satisfaction.

JOB RESPONSIBILITIES:

- Convert management ideas and designs into computer code as well as test the code to ensure that it produces the expected results
- Write software applications in a variety of computer languages, such as Java, C, C++, C#, and/or .NET Programming
- Update and enhance existing software applications
- Debug software applications by testing for and fixing errors
- Manages the day-to-day operations of NACA's software applications by monitoring performance, configuration, maintenance, and repair
- Applies revisions to NACA's software applications.
- Develops new software applications implementation plans, custom scripts, and testing procedures to ensure operational reliability.
- Train NACA staff in proper use of new software developed and/or acquired.
- Ensures high availability and acceptable levels of performance of mission critical software applications
- Stays current with technological developments in systems support technology and recommends ways for NACA to take advantage of new technology.

Competencies:

- Technical Capacity
- Communication Proficiency
- Learning Orientation
- Thoroughness
- Customer/Client Focus

TIME DEMANDS:

The Software Engineering Analyst must be able to meet the demands of the job that consists of 55+ hours a week. This is a demanding position requiring dedication and the willingness and ability to work long hours including evenings and weekends. Some national travel is expected.

COMPENSATION:

This is an exempt position with salary based on experience, skills, and certifications.

JOB QUALIFICATIONS

NACA seeks leaders with a positive and open attitude, a strong work ethic and relentless commitment to success with attention to detail and ability to meet aggressive deadlines and ambitious goals. S/he is expected to have a high level of core competencies and skills included in one's personal characteristics and professional experiences in the following areas: communication, organizational skills, professional skills, professionalism, customer service, time management, positive leadership, computer skills and being mission-driven. The Core Competencies & Skills are described in detail at www.naca.com.

EDUCATION & CERTIFICATIONS:

- Bachelor's degree – Required.
- Graduate Degree – Preferred.
- Training and certifications that demonstrate important knowledge and credentials - Preferred.

EXPERIENCE & SKILLS:

- Bachelor's degree in Computer Science or related discipline.
- Relevant experience may substitute for the degree requirement on a year for year basis. Three years' work experience in complex systems design, programming and systems software and support.
- This person must be able to perform in a fast paced, high volume environment.
- Excellent verbal and written communications skills are required, including a calm courteous telephone demeanor.
- Knowledge of: Programming languages and operating systems; current equipment and technologies in use; effective project management techniques; principles and practices of effective management and supervision.
- Ability to: Plan, organize and document complex software development activities and to update existing software applications to be consistent with institutional policies/procedures; communicate technical/complex information both verbally and in writing; establish and maintain cooperation, understanding, trust and credibility; perform multiple tasks concurrently and respond to emergency situations effectively.
- Strong technical skills.
- Energy and enthusiasm for NACA's mission of community advocacy, neighborhood stabilization and addressing mortgage discrimination.
- Ability to take direction.
- Detail oriented and well organized.
- Problem-solving abilities.
- Ability to work under pressure.
- Ability to work independently with only general supervision.
- Adheres to direction from National Management.
- Ability to work well as a team player.

APPLICATION PROCESS

Applicants must complete the application at www.naca.com.

NACA is an equal opportunity employer. Minority and bilingual individuals, particularly those who speak and write in Spanish, as well as second change applicants are strongly encouraged to apply. To follow-up and for inquiries regarding this and other positions contact NACA's HR Department at jobs@naca.com or call 617-250-6222 ext.1221.

This job description is solely for descriptive purposes with NACA reserving the right to make unilateral changes to this job description including the compensation for all staff or on an individual basis. NACA may also change the compensation during campaigns, activities and events at its discretion. This does not constitute a contract for employment. Nothing herein shall limit NACA in its sole discretion from terminating an employee for any reason or no reason with employment on an "at-will" basis.