

Application Support Specialist-Boston, MA (Yardi)

Position Description:

The Application Support Specialist will work under the direction of the Yardi Application Manager and will be primarily responsible for the support and training of the Accounting and Development departments with regards to our Yardi systems.

Essential Functions:

- Provide Yardi application support for business users. This position will focus on the Accounting and Development team users, but may be asked to support other teams as well. Supported users will primarily be using the Voyager, PayScan, Construction and Investment Management modules.
- Use the TCB Helpdesk Software (currently Footprints) to manage all helpdesk requests from users.
- Collaborate with business users to identify and prioritize report needs.
- Create detailed specifications for new reports and modifications to existing reports.
- Present new Yardi features or areas of interest at departmental meetings, the Annual Assembly, etc.
- Conduct regular Yardi webinars and/or trainings to assist employees with best practices.
- Assist in the creation of e-Learning modules, video tutorials, etc.
- Assist the Yardi Application Manager on an as needed basis with the following tasks:
 - Identify key reports to be scheduled and auto-generated/emailed for various roles within Accounting and Development and coordinate their deployment with TCB's Yardi Application
 - Coordinate annual or semi-annual system upgrades for new plug-ins, service packs and Voyager releases.
 - Review Release Notes in advance to prepare TCB Departments for changes and assist in updating documentation, preparing trainings/webinars and otherwise communicating changes to employees.
 - New Property Setups
 - Monitoring monthly tasks and month end processing
- Other duties as assigned

Knowledge, Skills and Abilities:

- A minimum of 2 years' experience supporting Yardi systems with a focus on Accounting, including both Voyager and PayScan.
- Experience with Yardi's Construction module and/or Investment Management Module, a plus.
- Understanding of General Accounting principles a must.
- Excellence in Microsoft Office programs (Word, Excel, Project, PowerPoint, etc.)
- Developed skills with SQL programming, a plus
- Thorough knowledge of affordable housing operations and regulatory requirements
- Ability to develop training materials and deliver training to users
- Analytical perspective to apply to business processes in support of efficiency and effectiveness

Education & Experience:

College degree is useful but not mandatory

Facility with information systems technology to identify opportunities for improvement

The Community Builders, Inc. is committed to ensuring diversity in its workplace, and candidates from diverse backgrounds are strongly encouraged to apply.

Resumes may be sent to: gsouza@tcbinc.org