



### **Job Description – Senior Associate, IT**

White Oak Partners is a growing multifamily real estate investment firm with over \$2.8B AUM. We are looking for a **Senior Associate** to join our growing team. This position will serve as the primary administrator for our Yardi Voyager 7s GL system, managing user-level security, system configuration, and changes to the system as our business evolves. The candidate will also provide first-level support for Yardi-specific questions and issues. This role will manage user-level security and other administrative tasks for other enterprise-level SaaS systems, including Dealpath and Juniper Square. This position will also develop and deploy automation to support our functional team, using Microsoft Power Automate and related tools. This role will work with functional experts to identify opportunities for automation and then build, deploy, and support software to realize those opportunities.

#### ***Essential Duties***

- Administering Yardi Voyager 7s and other industry-specific SaaS systems
  - Manage all system configuration, user permissions, and integration with other tools
  - Monitoring system performance and availability and addressing any issues that arise
- Develop, deploy, and maintain process automation using Microsoft Power Automate and related tools
  - Prototype, test, and deploy solutions in partnership with subject matter experts from across the business
- Support our Voyager 7s and process automation users
- Contribute to IT projects

#### ***Education and Experience Requirements***

- Bachelor's degree in a business or technology major or 4+ years of comparable IT experience in system administration or software development
- At least two years of experience administering Yardi Voyager 7s or comparable Yardi implementation experience.
- Experience using Microsoft Power Automate or comparable low/no-code tools for process automation
- Some additional coding experience (e.g. Python, VBA, C#) is preferred
  - Working knowledge of using version control systems (e.g. Git)

#### ***Knowledge, Skills, and Required Abilities***

- Demonstrated initiative, curiosity, and adaptability
- Ability to effectively communicate technical issues to non-technical colleagues
- Working knowledge of software development methods and principles
- Strong troubleshooting skills, including debugging and diagnostic methods
- Strong software and process documentation skills
- Ability to work well with a diverse group of professionals at every level of the organization
- Self-starter who can work well with limited direction
- Willingness to solve complicated problems and see projects through to completion
- Ability to manage time effectively and prioritize multiple projects
- Flexibility to work off-hours as needed.

*Note: Nothing in this job description restricts the right for management to assign or reassign duties and responsibilities to this job at any time.*