



## WHEDA

Wisconsin Housing and Economic Development Authority

# HOW HOUSING HAPPENS IN TECHNOLOGY: SINGLE FAMILY & OTHER SYSTEMS

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### Quick Fact:

WHEDA's Information Technology Department - ADS & STAR team - provides dependable technology services and solutions that enable the delivery of housing programs and support internal operations. Together, these teams build, maintain, and enhance the technology infrastructure that supports WHEDA's mission

### MY ROLE - SINGLE-FAMILY & OTHER SYSTEMS

- Provide ongoing support and maintenance for WHEDA's housing platforms:
  - DocFinity
  - MeridianLink Mortgage
  - Lender
- Respond to system incidents to reduce downtime and assist system analysts by:
  - Handling training inquiries and access requests
  - Performing password resets, account unlocks, and updates
  - Setting up new user accounts
- Create documentation for undocumented processes and procedures
- Execute recurring tasks assigned by systems analysts, including:
  - WHEDA-Connect Inbox Reports
  - Uploading SF Insurance Property Loans reports to DocFinity

### OUR DEPARTMENT - APP DEVELOPMENT & SUPPORT (ADS): SINGLE-FAMILY & OTHER SYSTEMS

- Develop, implement, and maintain backend systems through:
  - Requirements gathering → Development (Design, Build, and Test) → Deployment → Maintenance and Support
- Collaborate with system analysts and developers to enhance user experience
- Assist in deploying improvements and updates to housing platform systems for the organization
- Key systems supported included:
  - DocFinity – (ECM) Enterprise Content Management – used to capture, store, preserve, and deliver organizational content
  - MeridianLink Mortgage - Cloud based platform – helps lenders manage the entire mortgage process digitally.