

Business Systems Analyst 1 (NY HELPS)

Announcement Posted:

4/30/2025

Responses must be hand delivered or postmarked by:

5/10/2025

Salary Range:

\$66,951 to \$85,138

Location:

Strategic Operations
40 North Pearl Street
Albany, NY 12243

Grade:

18

of Positions:

1

Candidates Must Meet the Following Qualifications:

NY HELPS: This title is part of the New York Hiring for Emergency Limited Placement Statewide program (NY HELPS). For the duration of the NY HELPS Program, candidates may be hired via a non-competitive appointment if they meet the below NY HELPS minimum qualifications.

At a future date (within one year of permanent appointment), it is expected employees hired under NY HELPS will have their non-competitive employment status converted to competitive status, without having to compete in an examination. Employees will then be afforded all of the same rights and privileges of competitive class employees of New York State. While serving permanently in a NY HELPS title, employees may take part in any promotion examination for which they are qualified.

NON-COMPETITIVE QUALIFICATIONS:

A bachelor's degree or higher **and** two years of professional business analysis experience where your primary duty was performing three of the five following activities:

- Using business analysis techniques to elicit requirements as the foundation for the solution to the organizations business needs (e.g., workshops, focus groups, interviews, observation, brainstorming, surveys/questionnaires, JAD Sessions).
- Using business analysis techniques for the purpose of identifying solutions aimed at improving the efficiency and effectiveness of the system, business process, or product/service to fulfill the business requirements (e.g., Data Flow Diagram, Business Process Model, Root Cause Analysis, Fish Bone Diagram, Context Diagram, Business Process Flows, or Fit-Gap Analysis).

- Describing in a comprehensive written document what the system, process, or product service must do in order to satisfy the established business requirement; this includes creating, updating, and maintaining documentation through the system development life cycle (e.g., Business Case, Use Case, Business Requirements Document [BRD], Fit-Gap Analysis, Impact and Feasibility Analysis, Change Management Analysis).
- Validating requirements throughout the product/system development life cycle (SDLC) including all changes to the processes that would enable an organization to achieve its goals.
- Verifying requirements throughout the product/system development life cycle (SDLC) to ensure they perform to the required specifications and are capable of achieving the design capabilities; this includes developing test plans/scenarios and logical designs, testing the scenarios, reviewing test results, identifying constraints and risks, and/or communicating with stakeholders.

The following activities are not considered qualifying experience:

- Conducting or overseeing operational audits or audits of internal controls to develop audit reports and make recommendations to management regarding policies, practices, procedures and resources - Responsibility limited to forms design and changes to forms.
- Business related operational responsibilities, including serving internal and external customers, using a business system in the performance of daily operational duties, managing staff with business responsibilities, etc.
- Information technology-related responsibilities such as hardware installation, network configuration, software administration and programming.
- Development of instructional materials and classroom training.
- Help desk duties including troubleshooting, resolving user issues, and providing customer service.

OR

55 B/C: This position is eligible for 55b/c appointment, and candidates with 55b/c eligibility are encouraged to apply. To be eligible for a 55b/c appointment, candidate must be currently enrolled in the Civil Service 55b/c program and must meet the minimum qualifications listed above. Information about the 55b/c program can be found here: [55b/c Recruitment Resources Center \(ny.gov\)](https://55b/c Recruitment Resources Center (ny.gov)).

COMPETITIVE QUALIFICATIONS:

Eligible for a lateral transfer or eligible for transfer under Section 70.1 or 52.6 of the Civil Service Law by having one year of permanent competitive service in an appropriate title. Information regarding transfer eligibility is available on the Civil Service Career Mobility Office website at <https://careermobilityoffice.cs.ny.gov/cmo/gotit/>.

OR

Reachable on the appropriate eligible list in Albany.

Duties of Position:

Let OTDA make a difference in your career while you make a difference in your community! OTDA helps New Yorkers in need connect with resources and supports that foster financial security and household stability, empowering strong families and communities. The Strategic Operations division of the New York State Office of Temporary and Disability Assistance (OTDA) seeks a dedicated individual with strong project management skills to help guide the implementation of the Integrated Eligibility System (IES), an initiative to integrate and modernize the State's health and human services systems. IES impacts nearly every OTDA program area and most of its major systems. Each IES "workstream" (i.e., substantive area of system development) requires oversight and coordination to ensure that IES aligns with the needs of applicants and recipients of public benefits and services, as well as the needs of the local departments of social services that deliver those benefits and services. This Business Systems Analyst 1 position will fill this critical project management role for the financial management (i.e., payment issuance) workstream of IES. Job duties include but are not limited to:

- Coordinating agency participation in the comparison of documented business needs to available technical approaches.
- Coordinating agency participation in the definition, validation, and prioritization of business and functional requirements into user stories and software releases.
- Coordinating agency participation in the design, development, and testing of the financial management module of IES.
- Identifying and facilitating any statutory, regulatory, or policy changes necessary to implement the financial management module and achieve business process improvements.
- Participating in the development of systems and training documentation (e.g., policy directives, user manuals, and desk references), and organizational change management.
- Reporting the status of project activities, including risks and issues, to management.

The position will continue in a governance role in the maintenance and operations phase of IES, when OTDA will continue to need program governance infrastructure to coordinate system enhancements and to ensure the accurate prioritization of agency needs within IES once the initial scope is achieved.

Conditions of Employment:

A full-time permanent appointment will be made. This position may require occasional travel, up to 10%. If certified by Civil Service, mandatory reemployment list candidates must be considered first for appointment to this title. Candidates must be legally authorized to work in the United States.

Your resume must indicate how you meet the minimum qualifications for this position. Non-specific submissions may be disqualified from further consideration if the information you provide does not meet the minimum qualifications.

Telecommuting up to 50% may be available in accordance with The Office of Temporary and Disability Assistance policy and can be discussed during the interview.

Remarks:

- **Candidates should reference posting 25-085 when submitting your application.**
- **If submitting electronically, please reference posting 25-085 as part of your subject line.**

- **If you are interested in applying to this position, please visit [how to apply](#) for applicant instructions.**

NYS OTDA seeks to promote a diverse workforce that is a representation of the various cultures, voices, backgrounds, ideas, and talents of the citizens and communities that we serve. We actively solicit and encourage applications from Black, Indigenous, and People of Color (“BIPOC”); LGBTQIA+ individuals; women; people with disabilities; and military veterans.