

**Business Systems Analyst 1 (NY HELPS) OR
Business Systems Analyst Trainee 1 OR
Business Systems Analyst Trainee 2**

Announcement Posted:

2/3/2025

Responses must be hand delivered or postmarked by:

2/13/2025

Salary Range:

\$65,001 to \$82,656 (Business Systems Analyst 1); OR
\$52,198 (Business Systems Analyst Trainee 1); OR
\$58,247 (Business Systems Analyst Trainee 2)

Location:

Bureau of Training and Staff Development
40 North Pearl Street
Albany, NY 12243

Grade:

18/NS

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:

For Trainee 1 level, you must have a bachelor's or higher degree.

For Trainee 2 level, A bachelor's degree and one year of professional business analysis experience, which includes: eliciting requirements as the foundation for the solution to the organization's business

needs; identifying solutions aimed at improving the efficiency and effectiveness of the system, business process, or product/service to fulfill the business requirements; describing in a written document what the system, process, or product service must do in order to satisfy the established business requirements; validating requirements throughout the product/system development life cycle (SDLC); and developing test plans/scenarios and logical designs, testing the scenarios, reviewing test results, identifying constraints and risks, and/or communicating with stakeholders.

Substitution: A Juris Doctor, master's or higher degree in a related field can substitute for one year of specialized experience.

For the Full Performance Level, 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.

Substitution: A Juris Doctor, master's or higher degree in a related field can substitute for one year of specialized experience.

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://www.ny.gov/55b/c).

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:

Duties will include, but are not limited to, the following:

- Assist with the evaluation and approval of Information Technology (IT) service requests, and with the collection and reporting of related data;
- Assist with monitoring the fulfillment of IT service requests and, under the direction of supervisor(s), escalate the resolution of service requests and incident tickets on behalf of agency staff as needed. Coordinate with NYS Information Technology Services (ITS) on tracking priority requests as well as incidents;
- Communicate with agency staff regarding IT initiatives and issues;
- Support end-user proficiency with new systems, programs, and applications with business units;
- Work with NYS ITS in implementing new advancements in the field of system and end-user technical support;
- Research and analyze issues related to the Office of Temporary and Disability Assistance (OTDA) applications and provide solutions as needed;
- Participate in the development of policy, systems documentation, and training materials (e.g., policy directives, user manuals, and desk references);
- Document unit procedures and update them as necessary. Conduct general requirement gathering for the improvement or automation of processes or functions;
- Audit and update OTDA's Application Access documents and Application Inventory as needed;
- Work with ITS and OTDA staff on implementation of changes and updates to non-enterprise applications;
- Assist with implementation for enterprise-wide initiatives as needed;
- Assist OTDA staff with IT related issues and troubleshooting as needed;
- Communicate with stakeholders regarding agency projects; and
- Review and approve IT related expenditures.

Conditions of Employment:

A full-time permanent appointment will be made. 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 25-024 when submitting your application.**
- **If submitting electronically, please reference posting 25-024 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.