Business Systems Analyst 1 (NY HELPS) OR

Business Systems Analyst Trainee 1 OR

Business Systems Analyst Trainee 2

Announcement Posted:
12/16/2024

Responses must be hand delivered or postmarked by:
12/26/2024

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:
Office of Administrative Hearings
40 North Pearl Street
Albany, NY 12243

Grade:
18

# of Positions:
2

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: 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. 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 and two years of business analysis experience in a large-scale automated system such as a customized Oracle People Soft application, performing the following: 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. A Juris Doctor, master's, or higher degree in a related field can substitute for one year of specialized experience.

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).

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:

The Office of Administrative Hearings (OAH) serves as the independent finder of fact and trier of law for disagreements between recipients/clients and the agencies overseeing social services benefit programs. These programs include: Public Assistance, Supplemental Nutrition Assistance Program, State Supplement Program, Child Support Enforcement, Medical Assistance (Medicaid), Home Energy Assistance, and Homeless Housing.

The incumbent will work with OAH program staff members to define and develop requirements for new or existing technological systems, analyzing existing processes for improvements and providing operational support as necessary.

This is a great opportunity for an individual interested in systems and process improvement. Join the team and become a subject matter expert in how the systems operate, work together, and impact people's lives.

Duties will include but are not limited to the following:

- Perform regular update testing to ensure that the Fair Hearings' systems remain current and reflect changes to social service benefit programs, including OAH's need for updated programming to comply with changes in laws, regulations, and standards imposed by state and federal entities.

- Research, evaluate, analyze and document functions, processes, and systems supporting OAH operations.

- Work closely with the Office of Information Technology Services (OITS) and other OAH operational staff members to maintain and enhance OAH systems and ensuring operational needs are met.

- Analyze existing processes and systems for process and operational improvements.

- Collaborate with OAH staff to provide oversight, technical assistance, root cause analysis, maintenance, and support to resolve operational and systems issues.

Expected Skills at Start:

- Excellent MS Office Skills

- Clear Written and Spoken Communication Skills

- Ability to work with customers and perform analysis and troubleshoot technical and operational issues.

- Strong analytical skills with preference given to knowledge of enterprise and operational systems including but not limited to:
    - Mainframe
    - FTP and batch jobs
    - Reporting
    - Administration tools
    - Virtual hearing software and hardware

Conditions of Employment:

Full-time, permanent appointments 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 these positions. 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 24-293 when submitting your application.**

- **If submitting electronically, please reference posting 24-293 as part of your subject line.**
- **If you are interested in applying to these positions, 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.