

BUSINESS ANALYST

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for bridging the gap between business needs and technical solutions, which includes gathering requirements, analyzing processes, recommending improvements, and ensuring successful outcomes. This includes assessing technology needs and determining where improvements can be made to meet changing business requirements. The incumbent acts as a liaison combining business-planning expertise to analyze and translate a user, department or any other entities' business requirements into system deliverables and/or business process changes utilizing available technology where appropriate as well as updating, managing, and developing new systems when necessary. Incumbents act as a change agent to help facilitate effective deployments/modifications to current practices, as well as help plan Information Technology strategies to anticipate future needs. Work is performed under the general supervision of the Assistant Director of IT , with leeway allowed for the use of independent judgment. Does related work as required.

TYPICAL WORK ACTIVITIES:

Identifies modifications and improvements to enhance system efficiencies and performance of existing system features;
Maintains system protocols by writing and updating procedures;
Assists users in understanding their business processes as they relate to current systems;
Determines operational objectives by studying business functions, gathering information, evaluating requests and proposing recommended solutions;
Formulates ideas for the proposed system inclusive of organizational factors, financial considerations, viability of the system to meet the needs of the agency and the impact of new or modified system on the organization;
Supports system users by interpreting technical information;
When applicable, monitors project progress by tracking activities, attending project meetings, managing change and ensuring systems are fully documented prior to project close;
Tests and validates system changes to ensure conformance to business requirements and recommends enhancements;
Analyzes existing system logic difficulties and determines information technology solutions;
Visits user job sites to analyze and offer proposed solution in a production environment;

Confers with departmental, agency or jurisdiction staff to determine current operations and to define the information processing needs, goals and problems;
Ensures that documentation is kept up-to-date by periodic review.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of computer programming operations, organization structure, work flow analysis;
Thorough knowledge of currently supported systems;
Good knowledge of the principles and practices of system analysis and system design;
Working knowledge of documentation procedures, testing criteria and security considerations;
Ability to articulate complex ideas clearly to diverse audiences in both oral and written formats;
Ability to analyze qualitative and quantitative data;
Ability to gather data through observation, interview and research;
Ability to work independently and closely with diverse team;
Ability to problem solve by analyzing the entire picture, problem and the solution;
Strong attention to detail;
Cooperative;
Initiative;
Good judgment;
Resourcefulness;
Dependability.

MINIMUM QUALIFICATIONS:

- A) Possession of a Bachelor's degree and three years of experience which shall have included analysis, design, evaluation and implementation of computer-based information systems; OR
- B) Possession of an Associate's degree and five years of experience which shall have included analysis, design, evaluation and implementation of computer-based information systems; OR
- C) Graduation from high school or possession of a high school equivalency diploma and seven years of experience which shall

have included analysis, design, evaluation and implementation of computer-based information systems.

D) An equivalent combination of training and experience as defined by the limits of A), B) and C) above.

NOTE: Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SPECIAL NOTE: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five years.

"BACKGROUND INVESTIGATION AND ADDITIONAL SCREENINGS: Each candidate is subject to a thorough background investigation to comply with requirements related to security, data types and supported systems. A conviction at any time may bar appointment to this position, result in termination and/or require additional screening at the discretion of the employer."

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