

Notice of Job Opening

Position: Business Systems Analyst

Applicants must meet the requirements outlined in the enclosed job description.

Please Note: This position is in the competitive class and will be filled on a provisional basis pending the outcome of the civil service examination.

Department: Administrative Services

Number of Vacancies to be filled: 1

Rate of Pay: \$63,000 - \$94,5000 annually
Commensurate with qualifications and experience

Schedule: 37.5 hours weekly
Monday – Friday 8:30am-5:00pm

Application Deadline: **Until Filled**

All applicants must submit an application online via jobs.albanyny.gov to be considered for the job opening.

Residency Requirement: YES

Per City Code § 62-1, all individuals hired by the City of Albany municipal government must be or become residents of the City of Albany within 180 days of hire. Failure to move into the City shall be deemed a voluntary resignation.

The City of Albany is an Equal Opportunity /Affirmative Action Employer.

Reposted on Monday, March 13, 2023.

BUSINESS SYSTEMS ANALYST

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for the development of information systems through review, assessment, and development of business processes with a focus on the effective use of resources, both people and technology. 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 helping to develop 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 general supervision of the department head, with leeway allowed for the use of independent judgement.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- 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 recommend solutions;
- Formulates ideas for the proposed system inclusive of organizational factors, financial considerations, viability of the system to meet the needs if the agency and the impact of new or modified system on the organizations;
- Supports system users by interpreting technical information;
- 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 solution;
- 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 periodic review;
- Collaborates on Lean process improvement projects by making process maps, collecting data, and identifying opportunities for improvement and increased efficiency;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Through knowledge of computer programming operations, organization structure, work flow analysis;
- Through knowledge of currently supported system;
- 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 convey information in a professional manner;
- Ability to communicate effectively with both users and technical personnel;
- Ability to communicate effectively both orally and writing;
- Ability to analyze qualitative and quantitative data;
- Ability to gather data through observation, interview and research;
- Ability to plan and direct the work for others;
- Ability to problem solve by analyzing the entire picture, problem and solution;
- Ability to organize and prioritize projects;
- Ability to plan and supervise the work of others;
- Strong attention to detail;
- Cooperative;
- Initiative;
- Good judgement;
- Resourcefulness;
- Dependability.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree and one (1) year of related experience in business analysis, information technology, project management, or related field;
OR
- B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and three (3) years of related experience in business analysis, information technology, project management, or related field;
OR
- C) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and five (5) years of related experience in business analysis, information technology, project management, or related field;
OR
- D) Graduation from high school or possession of a high school equivalency diploma and seven (7) years of related experience in business analysis, information technology, project management, or related field; **OR**

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

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