



**State
Police**

KATHY HOCHUL
Governor

STEVEN G. JAMES
Superintendent

POSTING DATE: 02/24/2025

APPLICATION DUE BY: 03/17/2025

Title: Business Systems Analyst 1
Starting Salary: \$65,001.00

Location: Division Headquarters – Portfolio Management Office
Albany, New York 12226
Albany County

Salary Grade: 18

Employment Type: Full-Time

Work Days: Monday-Friday

Union Representation: PS&T

The Business Systems Analyst function is a critical role in the creating new or maintaining existing information technology (IT) systems and business processes. The Business Systems Analyst works with key project stakeholders and business staff to address strategic goals that the business wants to achieve using tools and methodology to optimize and focus their effort and determine specifically what to deliver or change to achieve those goals. The Business Systems Analyst examines and documents the current process and needs of all stakeholders and develops recommendations and requirements for a solution that will meet the specified goals. When technical solutions are required as part of the solution, the Business Systems Analyst serves as the liaison between the technical staff and business stakeholders through clear communication and detailed documentation of requirements. The Business Systems Analyst will also aid in writing user acceptance documentation and test scripts as well as perform testing with business users to prove a system meets all planned and documented requirements.

The Business Systems Analyst 1, SG-18, will report to the Portfolio Management Office in the Administration Section of the Division of State Police. The incumbent of this position will be responsible for the coordination will be responsible for performing business systems analysis associated with various processes, programs and/or projects. This will include: overseeing and facilitating communications with both internal and external customers; requirements gathering and review; solution assessment and validation; and testing and implementation.

DUTIES

- Work closely with program staff to elicit, analyze, communicate and validate requirements for changes to business systems and processes.
- Developing project or system documentation such as: User Guides and Training Materials, Business Requirement Documents, Use Cases, “As-Is” and “To-Be” Documents, and Process and Workflow Diagrams.
- Develops test data and scenarios, tests systems functions, and documents the results.
- Work with business units and vendors to troubleshoot and provide technical assistance; including documenting steps taken to identify defects and resolve problems with agency applications and hardware.
- Interact with ITS staff, business users and stakeholders as necessary to determine and implement functional and technical requirements.
- Conduct Gap Analysis to explore current functionality and identify gaps with new or upgraded systems.
- Understand State Police current operational needs and ensure technology infrastructure stays current viable for the State Police while working with the Office of Information Technology to communicate the State Police initiatives and business needs.

MINIMUM QUALIFICATIONS

- A Bachelor’s Degree or higher in Computer Science, Computer Information Systems, Management Information Systems, Information Technology, Business Administration, Criminal Justice, Data Analytics or related field:

OR

- An Associate’s Degree with two (2) years of business analysis experience where your primary duty was performing three of the five* following activities:

OR

- A New York State employee with two (2) years of Public Safety experience, with one (1) year of service in a title allocated to a salary grade 14 or higher, showing a work history which reflects independent accomplishment, ability to work under pressure/deadlines and knowledge of applications supporting Public Safety, and an understanding of the rules, regulations, and policies.

* Business System Analyst 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, Joint Application Development (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/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.

Resumes will be evaluated to determine whether candidates will proceed to the interview phase of the process.

HOW TO APPLY:

Kindly send a letter of intent, complete resume and transcripts to:

Email: personnelresumes@troopers.ny.gov

Place in the Subject line: *BSA1 PMO*

The New York State Police values a diverse and inclusive workforce where the unique skills of all employees are valued in support of the mission of the Division. Qualified candidates are considered for employment without the regard to age, race, color, religion, gender identity and expression, disability, national origin, gender, sexual orientation, military or veteran status or any other characteristic protected by law. The New York State Police is an equal opportunity/affirmative action employer that accept all applications from a wide range of candidates.

The New York State Police complies with federal and state laws and makes reasonable accommodations for qualified individuals with the disabilities and/or sincerely held religious belief. If a reasonable accommodation is needed to participate in the job application or interview process, please contact the Division Personnel Office at (518) 457-3840 or personnel@troopers.ny.gov.