

New York State Department of Civil Service

DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 0816100

Business Systems Analyst 1, Grade 18	0816100
Business Systems Analyst 2, Grade 23	0816200
Business Systems Analyst 3, Grade 25	0816300
Business Systems Analyst 4, Grade 27	0816400

Brief Description of Class Series

Business Systems Analysts work closely with program staff and other stakeholders to define and develop requirements for new or existing information technology (IT) systems and business processes. They apply a wide range of specialized knowledge, skills, tools and techniques to elicit, analyze, communicate and validate requirements for changes to business systems.

Business Systems Analysts assigned to a centralized unit may also perform enterprise analysis, business intelligence and portfolio and IT Governance activities; promote business analysis organizational maturity; and develop, communicate, and maintain methodology and standards to promote a consistent approach to business analysis across the enterprise.

These positions are found in multiple State agencies.

Distinguishing Characteristics

The levels of Business Systems Analyst are distinguished by the nature of supervision and independence of operation, the depth and breadth of core knowledge areas applied, the variety of tools and techniques used to successfully manage business analysis engagements, the number and interrelatedness of business flows to be defined, and experience required for specialized assignments such as organizational change, and business intelligence projects.

Business Systems Analyst 1: full performance level; conducts the full range of business systems analysis activities.

Business Systems Analyst 2: first supervisory level; develops requirements for the more critical business analysis projects; may independently

work on business analysis projects requiring specialized skills, and application of a broad range of tools and techniques across the major business analysis knowledge areas.

Business Systems Analyst 3: second supervisory level; develops systems requirements for future or “to-be” state of large business analysis projects or series of smaller projects; may serve as first-level supervisor on the more difficult business analysis projects requiring supervision of staff with specialized skills, and management of business analysis projects involving use of a broad range of tools and techniques across the major business analysis knowledge areas.

Business Systems Analyst 4: manages all phases of business systems analysis for large business analysis projects, or series of smaller projects in a cross functional environment.

Related Classes

Administrative Analysts conduct studies, analyze and evaluate organizations or segments of organizations and their work and develop recommendations to assist management in identifying and solving administrative and management problems hindering the effective and efficient operation of organizational programs and mission activities.

Information Technology Specialists 1, 2 and 3 supervise or perform technical and agency program support IT activities related to network and system design, configuration, maintenance, security, customer support, project support, business/systems analysis and design.

Information Technology Specialists 1, 2 and 3 (Programming) perform technical activities related to writing instructions (code), applications program development, program and system testing, and business/systems analysis and design.

Information Technology Specialists 4 supervise computer systems analysis and design, and application program development, systems testing, maintenance and implementation.

Managers Information Technology Services 1 plan, direct and coordinate systems analysis, design, application program development, maintenance, implementation and quality assurance activities.

Project Managers 1-5 apply a wide range of specialized knowledge, skills, tools, and techniques to direct and coordinate human and material resources at all phases of a project -- origination, initiation, planning, execution and control,

and closeout. A project is a temporary effort with defined objectives and results undertaken to develop, modify, or enhance a product, service or system; it has a specific beginning and end date. Project Managers balance competing demands and mitigate risks to ensure the delivery of an acceptable product to stakeholders and the project sponsor that is within budget, scope, time and quality standards.

Illustrative Duties

Business Systems Analyst 1

Researches and gathers requirements by conducting individual or group interviews, distributing surveys, and reviewing documents.

Documents the current or “as-is” state of the business process or function; creates flow charts and process models describing functions.

Develops test data and scenarios, tests systems functions, and documents the results.

Develops training materials related to business systems implementation for users.

Writes procedure manuals and documents business process deficiencies requiring resolution during or after implementation.

Business Systems Analyst 2

Plans and performs IT system research and information gathering activities.

Reviews, documents, and categorizes current or “as-is” state of the business process or function including creating flow charts and process models, and may develop portions of the desired future or “to be” state of those processes.

Identifies and documents the scope of business process changes or enhancements required by procedural changes or by changes to federal, State or local laws and statutes.

Prioritizes business process changes to maintain system functionality and efficiencies.

Establishes timetables for completion of projects.

Communicates business process and system requirements to IT staff, program staff and stakeholders.

Develops test data scenarios and analyzes the results.

Validates requirements throughout the business analysis process.

Reviews and writes business system documentation.

Reviews training plans and trains users on new IT system functions or business processes.

Reviews and analyzes business process deficiencies requiring resolution during or after implementation.

May perform business analysis intelligence activities such as data mining to extract data for forecasting, service delivery metrics, and provide management with data to make policy decisions.

Business Systems Analyst 3

Plans, organizes and assigns staff to research, gather and evaluate information system or business process requirements.

Analyzes current or “as-is” state of the business process or functions and process models.

Reviews and writes requirements for future or “to-be” state of IT system or business processes for the more critical projects.

Communicates business process requirements to IT staff, program staff and stakeholders.

Analyzes the impact of changes to IT system requirements or business processes and evaluates project timelines and priorities.

Encourages stakeholders to resolve issues with design specifications before implementation.

Monitors system testing and assesses the impact of errors on system functioning during and after implementation.

Schedules and assigns staff to write system documentation and train users on new IT system or business process functions.

Business Systems Analyst 4

Directs business systems analysis activities.

Writes agency business analysis standards and process documents.

Analyzes and revises flow charts, process models and technical specifications describing “as is” or “to be” IT systems or business processes.

Prioritizes IT system requirements to gain stakeholder agreement for IT projects or business process change documents detailing the project.

Develops and prepares presentations to justify and explain IT system or business process requirements.

Evaluates the outcomes of systems testing, and confirms that the results are consistent with the system or business process specifications.

Reviews proposals from staff and recommends to management the criticality of revising system or business process requirements during and after IT system implementation, if applicable.

Determines the impact of software and hardware releases on the IT system; recommends delaying software upgrades or revising system specifications and business rules to meet software and hardware requirements.

Directs the development of training related to business systems implementation for users.

May determine need for procuring business analysis consultants.

Complexity

The complexity of business analysis projects is directly related to the depth and breadth of knowledge areas required for successful requirements development. The core knowledge areas include enterprise analysis, requirements planning and management, requirements elicitation, requirements analysis and documentation, requirements communication, solution assessment and validation, and testing and implementation. In general, the more knowledge areas required for business analysis projects, the higher the complexity.

- Business analysis projects are also influenced by a number of complexity factors that impact staffing levels and staff skill level requirements such as:

- Diversity, composition, skill, and number of teams assigned as subject matter experts to define IT systems requirements, or business process changes.
- Strength of the business analysis organizational structure (centralized management with executive control and governance processes versus individual program centered business analysis activities).
- Number, expertise, nature of supervision and depth of consultant involvement in business analysis processes.
- Number, variety and depth of stakeholder involvement in the business analysis process.
- Level of management authority vested in the business analysis staff to make recommendations or issue final decisions for new or revised business processes.
- Business analysis project scope, risk and budget relative to the overall project scope, risk, and budget.
- Inter-agency or inter-governmental impact of the project, and role of business analysis to support project goals.
- Performance of enterprise analysis, business intelligence support and business analysis policy and standard development.

Supervision Exercised

Business Systems Analysts 1 typically do not supervise lower-level staff, but may supervise subject matter expert teams. Business Systems Analysts 2, 3 and 4 generally supervise lower-level business analysis staff, teams comprised of subject matter experts at various grade levels and consultants.

Minimum Qualifications

Business Systems Analyst 1

Open Competitive: bachelor's degree or higher and two years of 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/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.

Business Systems Analyst 2

Promotion: one year of service as a Business Systems Analyst 1.

Business Systems Analyst 3

Promotion: one year of service as a Business Systems Analyst 2.

Business Systems Analyst 4

Promotion: one year of service as a Business Systems Analyst 3.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of

the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 2/2021

Parenthetic Attachment

Business Systems Analyst 1, 2, 3, and 4 (Health)

Business Systems Analysts (Health) are assigned to a specific program area of the Department of Health. The positions combine State and federal health care program knowledge with business systems technical knowledge and expertise. Positions analyze the business needs of health programs to reach goals, identify problems, and propose solutions.

Minimum Qualifications

Business Systems Analyst 1 (Health)

Open Competitive: bachelor's degree or higher and two years of business analysis experience in a large health care facility, health related governmental entity, health insurance company, large health care provider organization or employer, or with the New York State Medical Assistance (Medicaid) Program in a New York State agency, local social services district, or county where a major portion of duties included administration of government sponsored medical assistance programs through 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/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.

Business Systems Analyst 2 (Health)

Promotion: one year of service as a Business Systems Analyst 1 (Health).

Business Systems Analyst 3 (Health)

Promotion: one year of service as a Business Systems Analyst 2 (Health).

Business Systems Analyst 4 (Health)

Promotion: one year of service as a Business Systems Analyst 3 (Health).