

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 0801100

Technology Analyst 1 (Artificial Intelligence), Grade 23	0801100
Technology Analyst 1 (Cloud Solutions), Grade 23	0801110
Technology Analyst 1 (Geospatial Information Systems), Grade 23	0801120
Technology Analyst 1 (Human Centered Design), Grade 23	0801130
Technology Analyst 1 (Product Management), Grade 23	0801140
Technology Analyst 1 (Quality Assurance), Grade 23	0801150
Technology Analyst 1 (Rapid Application Development), Grade 23	0801160
Technology Analyst 1 (Robotic Process Automation), Grade 23	0801170
Technology Analyst 2 (Artificial Intelligence), Grade 25	0801200
Technology Analyst 2 (Cloud Solutions), Grade 25	0801210
Technology Analyst 2 (Geospatial Information Systems), Grade 25	0801220
Technology Analyst 2 (Human Centered Design), Grade 25	0801230
Technology Analyst 2 (Product Management), Grade 25	0801240
Technology Analyst 2 (Quality Assurance), Grade 25	0801250
Technology Analyst 2 (Rapid Application Development), Grade 25	0801260
Technology Analyst 2 (Robotic Process Automation), Grade 25	0801270

Brief Description of Class Series

Technology Analysts provide expert/advanced-performance level advice and training to ITS staff in various areas of specialty and expertise. There are eight specialties within the series: Artificial Intelligence, Cloud Solutions, Geospatial Information Systems, Human Centered Design, Product Management, Quality Assurance, Rapid Application Development, and Robotic Process Automation.

Distinguishing Characteristics

Technology Analyst 1 (All Parenthetics): advanced-performance level; functions as advanced performance IT expert in a specialized field, independently performing various IT activities that require specialized skills or expertise; may supervise lower-level IT specialists. This level requires considerable knowledge of and proficiency in an IT specialty.

Technology Analyst 2 (All Parenthetics): advanced-performance level; performs similar activities as Technology Analysts 1, but of larger scope and more complexity, and with a considerable impact on one or more agencies. They serve as advisors or

consultants to other IT specialists and managers in their specific area of specialty and may train staff in their area of expertise. May supervise Technology Analysts 1, Grade 23.

Illustrative Duties

Technology Analysts at various levels are only classified within the specialty areas listed below.

Technology Analyst 1 (All Parenthetics)

Artificial Intelligence: designs and oversees the implementation of secure and efficient AI systems to meet client agency business needs. Collaborates with business managers and IT professionals to understand business requirements and translate them into technical specifications, ensuring the successful execution of IT projects.

Cloud Solutions: designs and oversees the implementation of secure and efficient cloud-based IT systems to meet client agency business needs. Collaborates with business managers and IT professionals to understand business requirements and translate them into technical specifications, ensuring the successful execution of IT projects.

Geographic Information Systems: develops GIS databases and software and coordinates their integration with enterprise platforms. Conducts spatial analyses and produce maps and other graphic displays of geospatial data to meet client agency business needs, managing and improving New York State's GIS capabilities, analyzing complex information and making decisions regarding the most effective methods of presentation.

Human-Centered Design: designs and oversees the implementation of business systems and tools, aiming to establish a safe and ergonomically comfortable work setting. Collaborates with business managers and IT professionals to understand business requirements and translate them into technical specifications, creating products and technologies that meet user needs for comfort, accessibility, and function.

Product Management: designs, oversees, implements, and enhances secure and efficient customer IT products and services to meet client agency business needs. Collaborates with business managers and IT professionals to understand business requirements and leverage existing IT products and services to help client agencies enhance their interactions with customers. Analyzes business processes and customer interactions to identify areas of improvement and suggest suitable ITS product and service solutions.

Quality Assurance: tests, analyzes, and ensures that software products, systems, and applications meet the highest standards of quality and performance to meet client agency business needs. Develops and implements testing plans, creates test cases and test scripts, and documents findings. Report defects and tracks resolutions, utilizing customer focus groups and monitoring ongoing customer feedback to identify product issues to ensure products meet functional requirements before they make it to the user.

Rapid Application Development: designs and oversees the implementation of secure and efficient enterprise applications, with minimal traditional coding needed, to meet client agency business needs. Researches and analyzes internal business processes to optimize and automate them. Collaborates with business stakeholders and end users to gather and document software requirements and work closely with developers to design, test, and implement new software features and updates.

Robotic Process Automation: identifies, designs, and oversees the implementation of software robots (bots) to automate repetitive tasks and processes, meeting client agency business needs by increasing operational efficiency and productivity. Collaborates with business managers and IT professionals to understand business requirements and translate them into technical specifications, ensuring the successful execution of IT projects.

Technology Analyst 2 (All Parenthetics)

Performs all duties of Technology Analyst 1 (All parenthetics).

Serves as advisor or consultant to other IT specialists and managers in their specific area of specialty.

Trains other staff in area(s) of expertise in identifying, selecting and applying appropriate problem-solving methods and techniques within each area of specialty.

Provides advice on work methods, practices, and procedures, and identifies parameters of a viable solution.

Consults with higher level staff on policy matters.

May supervise Technology Analyst 1 and other IT staff.

Minimum Qualifications

Technology Analyst 1 (All Parenthetics)

Five years* of information technology experience, one of which must be within the appropriate specialty**.

Technology Analyst 2 (All Parenthetics)

Six years* of information technology experience, one of which must be within the appropriate specialty**.

*Substitutions: associate's degree with 15 semester credit hours in computer science or a related field substitutes for one year of general information technology experience. Candidates in a bachelor's degree program with at least 15 semester credit hours in computer science or a related field can be credited with one year of general information technology experience.

Bachelor's degree in any field including or supplemented by 15 semester credit hours in computer science or a related field substitutes for three years of general information technology experience. Any bachelor's degree substitutes for two years of general information technology experience.

Master's degree or higher in computer science or related field substitutes for one additional year of general information technology experience.

**Specialty includes experience within one or more of the following information technology disciplines: artificial intelligence, cloud solutions, human centered design, product management, quality assurance, rapid application development, robotic product management, geospatial information services.

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 requirements for appointment or examination.

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