



# Open To The Public

Examination No. and Title	Salary Grade	Salary	Non-Refundable Processing Fee
<b>25-731 Business Systems Analyst 2</b>	<b>23</b>	<b>\$66,375</b>	<b>\$40</b>

**Written Test To Be Held**  
**JUNE 7, 2014**

**Applications MUST Be Submitted or Postmarked By**  
**APRIL 23, 2014**

**ONLINE APPLICATION PROCESS AVAILABLE** at <http://www.cs.ny.gov/exams>

*Appointees who work in the five boroughs of New York City or in Nassau, Suffolk, Rockland, or Westchester Counties will receive an additional \$3,026 annual downstate adjustment. Appointees who work in Dutchess, Orange, or Putnam Counties will receive an additional \$1,513 annual mid-Hudson adjustment.*

**MINIMUM QUALIFICATIONS:** On or before June 7, 2014, you must have a bachelor's degree and three years of full time experience performing at least three of the following activities concurrently:

1. Using recognized business analysis methodologies (i.e. Root Cause Analysis, JAD sessions, Focus Groups, Interviewing, Observation) to elicit requirements and determine required solution capabilities as the foundation for meeting the organization's business needs.
2. Using recognized business analysis techniques (i.e. Data Flow Diagram, Business Process Model, Fish Bone Diagram, Context Diagram) to document requirements for the purpose of designing solutions aimed at improving the efficiency and effectiveness of the business process.
3. Validating/verifying requirements throughout the product/system development life cycle (SDLC) for all changes to processes that would enable the organization to achieve its goals, address operational inefficiencies, develop benchmarks and measures of quality; create, distribute and analyze results of customer satisfaction surveys; this includes developing test plans/scenarios and logical designs, testing the scenarios, reviewing test results, identifying constraints and risks, and communicating with stakeholders.
4. Describing in a comprehensive written document(s) (i.e. Business Case, Fit-Gap Analysis document, Functional Specifications, Business Requirements Document [BRD]) what the system, process, or product/service must do in order to satisfy the established business requirements; create, update, and maintain documentation; and perform impact analysis on all change requests.

**IMPORTANT:** Experience limited to the following will not be considered qualifying experience:

- Conducting or overseeing operational audits or audits of internal controls to develop audit reports and make recommendations to management regarding policies, practices, procedures, and resources;
- Responsibility limited to forms design and changes to forms;
- Business related operational responsibilities, including serving internal and external customers, using a business system in the performance of daily operational duties, managing staff with business responsibilities, etc.;
- Information technology-related responsibilities such as hardware installation, network configuration, software administration programming, or customer liaison;
- Development of instructional materials and classroom training;
- Help desk duties including troubleshooting, resolving user issues, and providing customer service; or
- Generating queries and reports.

When you apply, you must identify the specific employer(s) for which qualifying duties were performed, clearly describe your qualifying duties, and indicate the percentage of time spent doing each of your duties.

**NOTES:**

1. Your degree must have been awarded by a regionally accredited college or university or one recognized by the NYS Education Department as following acceptable educational practices. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. You can write to the Examination Information Desk of the NYS Department of Civil Service for a list of acceptable companies who provide this service. This information can also be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee. If you are applying on the Internet, you must mail the independent verification of equivalency to the NYS Department of Civil Service, Albany, New York 12239. Attention: S2DMG.
2. A promotion examination is also being held for these positions. If you are eligible for appointment from a promotion list, you may not be appointed in your own agency from the list resulting from this examination open to the public.
3. Although a promotion examination is being held, it is expected that appointments will be made as the result of this examination open to the public.
4. **Important:** As the processing fee is non-refundable, verify that you entered the correct examination number and title on your online or paper application prior to submitting. If you apply online, you should immediately review your email confirmation notice to verify that you applied for the correct examination. If you do not receive a confirmation number after submitting your online application, your application was NOT received by the Department of Civil Service. No late applications will be accepted after the filing deadline has passed.
5. Appropriate part-time and volunteer experience, which can be verified, will be accepted on a prorated basis.
6. New York State residence is not required.

**THE POSITIONS:** These positions exist within a variety of New York State agencies. At present there are vacancies in Albany, New York City, Rensselaer, and Syracuse.

**DUTIES:** As a **Business Systems Analyst 2**, you would work as a liaison between stakeholders in order to elicit, analyze, communicate, and validate requirements for changes to business processes, policies, and information systems. Duties may include: conducting general requirements gathering activities for improvement or automation of simple processes or functions; researching and documenting the current or "as-is" state of the relevant business process or function; utilizing basic requirement elicitation techniques such as individual interviews, surveys, and documentation reviews; functioning as a recording analyst on more complex group interviews; assisting senior analysts in gathering requirements for larger more multi-faceted projects or systems and internal or external interfaces with these systems; creating process, data, or other models utilizing modeling techniques requiring a lower level of training and experience; participating in the implementation of system or interface change and enhancements; conducting specific system tests utilizing test scenarios developed by senior analysts; developing test data and document test results; training on new procedures and software and the creation of procedure manuals; post implementation review and assessment; and identifying, analyzing, and resolving issues for existing systems resulting from errors detected during implementation or in production. In addition, you may also work independently to develop portions of the desired future or "to-be" state of those processes or functions; facilitate small-scale group requirements elicitation sessions; categorize and document requirements in a formal business requirements document; act as a liaison and interpreter between business and IT staff; assist higher-level analysts in communicating requirements to stakeholders; maintain business rules and process documentation; develop system test scenarios consistent with test plans developed by higher-level analysts; and conduct system(s) tests. You would supervise Business Systems Analyst 1's and/or Business Systems Analyst Trainees.

**SUBJECT OF EXAMINATION:** There will be a **written test** which you must pass in order to be considered for appointment. The **written test** is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **Business analysis** - These questions test for knowledge of business analysis as outlined in the International Institute of Business Analysis' (IIBA) Business Analysis Body of Knowledge (BABOK). They may cover enterprise analysis, requirements planning and management, requirements elicitation, requirements analysis and documentation, requirements communication, solution assessment and validation, testing and implementation.
2. **Supervision** - These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.
3. **Project management fundamentals** - These questions test for knowledge of the techniques and concepts of project management. They may cover terminology and concepts; project scheduling and control techniques (e.g., CPM); creating and evaluating bids; monitoring project progress; controlling a project timeline; and evaluating the project.
4. **Preparing written material** - These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.
5. **Facilitating Communications** - These questions test for the principles and practices employed by a facilitator to obtain information, to gain consensus, and/or to promote dialogue between or among individuals or groups to successfully complete a project.

Your final score must be 70 or higher in order to pass. Rank on the eligible list will be determined after adding any wartime veterans' and Civil Service Law Section 85-a credits to your final passing score.

#### HOW TO APPLY:

- Online our Internet address is <http://www.cs.ny.gov/exams>. NOTE: If you apply online, the non-refundable application processing fee must be paid online via a credit card unless you qualify for a waiver or you are a member of NYS CSEA; or
- Download the examination application NYS-APP form at <http://www.cs.ny.gov/announ/applications.cfm>; or
- Email [cs.sm.examinfo@cs.ny.gov](mailto:cs.sm.examinfo@cs.ny.gov) to request NYS-APP form; or
- Obtain NYS-APP form from a State agency or facility personnel/business office; or
- Request NYS-APP form by calling the Department of Civil Service in the Albany area at 518-457-2487 [press 2, then press 3] or toll free at 1-877-697-5627 [press 2, then press 3].

The NYS Department of Civil Service reserves the right to reject for lateness or to accept applications filed after the advertised filing period. All statements you make on your application are subject to investigation.

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#### ADDITIONAL INFORMATION

**ADMISSION TO EXAMINATION:** Notice to appear for the test may be conditional as review of applications may not be made until after the test. If you have not received your notice to appear for the written test three days before the date of the test, call 518-474-6470 in the Albany area or toll free at 1-877-697-5627 [press 2, then press 1].

**NEW YORK STATE IS AN EQUAL OPPORTUNITY EMPLOYER:** It is the policy of the state of New York to provide for and promote equal opportunity in employment, compensation, and other terms and conditions of employment without unlawful discrimination on the basis of age, race, color, religion, disability, national origin, gender, sexual orientation, marital status, domestic violence victim status, genetic predisposition or carrier status, or arrest and/or criminal conviction record unless based upon a bona fide occupational qualification or other exception.

Appointment to many positions in State government require candidates to undergo an investigative screening. This may include a thorough character investigation, a Federal Bureau of Investigation Criminal Record History Check, a Child Abuse Registry clearance, or other similar procedures. Candidates may be fingerprinted and may be required to pay any necessary fees for that procedure. Depending on the nature of the job, the criminal convictions discovered, or any falsified or omitted information revealed, the investigative findings may bar appointment or result in removal after appointment.

**ELIGIBILITY FOR EMPLOYMENT:** You must be legally eligible to work in the United States at the time of appointment and throughout your employment with New York State. If appointed, you must produce documents that establish your identity and eligibility to work in the United States, as required by the federal Immigration Reform and Control Act of 1986, and the Immigration and Nationality Act.

**RELIGIOUS ACCOMMODATION:** Most written tests are held on Saturdays. If you cannot take the test on the announced test date, due to a conflict with a religious observance or practice, check the box under "Religious Accommodation." We will make arrangements for you to take the test on a different date (usually the following day).

**REASONABLE ACCOMMODATIONS IN TESTING:** It is the policy of the Department of Civil Service, in accordance with the New York State Human Rights Law and the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to participate in and receive the benefits, services, programs, and activities of the Department. It is the policy of the Department to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide equal opportunity. Persons with disabilities who require an accommodation to participate in an examination must note this on their application. Further information is available from the Test Administration Unit of the Department of Civil Service. In the Albany area, call 518-457-2487 [press 2, then press 2]. Outside of the Albany area, call toll free at 1-877-697-5627 [press 2, then press 2]. For TDD services, call NY Relay at 711 (requires a fee) or 1-800-662-1220.

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date to make arrangements for taking all tests at one test site. All tests will be held at the state examination center. For your convenience, contact information for all local civil service agencies is available on our website at: <http://www.cs.ny.gov/jobseeker/local.cfm>.

**CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE:** Do NOT bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site. The use of such devices at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.