

**City of New York
Department of Information Technology and Telecommunications
Job Posting Notice**

Civil Service Title: Computer Associate (Software)	Level: 03
Title Code No: 13631	Salary: \$69,215/\$79,597 - \$95,000
Business Title: IT Business Analyst	Work Location: Brooklyn, NY
Division/Work Unit: Project Services	Number of Positions: 1
Job ID: 219826	Hours/Shift: Day - Due to the necessary technical support duties of this position in a 24/7 operation, candidate may be required to work various shifts such as weekends and/or nights/evenings.

Job Description

DoITT provides for the sustained, efficient and effective delivery of IT services, infrastructure and telecommunications to enhance service delivery to New York City's residents, businesses, employees and visitors. As the City's technology leader, DoITT is responsible for maintaining the foundational IT infrastructure and systems that touch every aspect of City life from public safety to human services, from education to economic development crossing the full spectrum of governmental operations.

This position is in alignment with the City's strategy to create a program at DoITT that will effectively serve as the City's consulting arm for the implementation of application development projects across the City. This position will leverage DoITT's expertise in project methodology, implementation best practices and development standards to deliver high quality solutions that meet agency business needs. Each City agency has different needs, providing many opportunities for interesting work but also presenting dynamic challenges to project teams deployed by DoITT.

The successful candidate will serve as an IT Business Analyst reporting to the Project Services unit within the Office of the First Deputy Commissioner. Responsibilities will include:

Technology Solution and Feasibility Analysis:

- Support solution analysis, feasibility assessments, and value assessment on all assigned projects;
- Act as an independent Business Analyst resource on-site for assigned project teams reporting to agency oversight managers;
- Support other members of project team(s) in their understanding of agency business needs, requirements deliverables and analysis processes/methodologies;
- Assist in creating new business analysis operations and standards for agencies continuous analysis improvement and for adoption of new and emerging technologies and practices.

Business Analysis Application Development:

- Manage and plan the IT requirements elicitation efforts, such as conducting stakeholder analysis, planning elicitation tasks and activities and creating analysis timelines;
- Elicit requirements by interviewing business owners/stakeholders to understand business needs, processes, and data sources, conducting interface analysis, reviewing documentation and utilizing other techniques set forth in the IIBA BABOK and DoITT provided resources.
- Deliver the results of elicitation in the form of organized notes and models Translate IT business needs into clearly defined and documented detailed requirements / user stories;
- Spearhead the prioritization, solution assessment and validation of requirements with the business and project teams;
- Develop supporting analysis documentation, including but not limited to: high level and detailed requirements, user stories, use cases, acceptance criteria, process flows, data dictionaries, data and UML models, content and message inventories and mock-ups;
- Work with agency stakeholders, project managers and project team(s) to obtain consensus and signoff on requirements deliverables
- Provide subject matter expertise to the team throughout the project by acting as the liaison to the design, development, quality assurance and support teams;
- Address client concerns and escalate all project issues appropriately and manage them to resolution;
- Transition all project artifacts and knowledge to agency staff prior to disengaging from a project;
- Perform special projects and initiatives as assigned.

Minimum Qualification Requirements

(1) A baccalaureate degree from an accredited college, including or supplemented by twenty-four (24) semester credits in computer science or a related computer field and one (1) year of satisfactory fulltime computer software experience in computer systems development and analysis, applications programming, database administration, systems programming or data communications;

or

(2) A four year high school diploma or its educational equivalent and five (5) years of full-time satisfactory computer software experience as described in 1 above;

or

(3) A satisfactory combination of education and experience that is equivalent to "1" or "2" above. College education may be substituted for up to two years of the required experience in "2" above on the basis that sixty (60) semester credits from an accredited college is equated to one year of experience. In addition, twenty-four (24) semester credits from an accredited college or graduate school in computer science or a related field, or a certificate of at least 625 hours in computer programming from an accredited technical school (post high school), may be substituted for one year of experience. However, all candidates who attempt to qualify under option 3 must have at least a four year high school diploma or its educational equivalent and at least two years of satisfactory full-time computer software experience as described in 1 above.

Some examples of unacceptable experience are: End users of a computer system, program or software package; experience in the areas of computer technical support, computer operations; data entry/data retrieval; pure quality assurance (QA) auditing and analysis; hardware installation; help desk;

teaching; telecommunications; experience in productivity software products (e.g. word processing, spreadsheet, presentation, and database software, etc.); superficial use of preprogrammed software without complex programming, design and implementation.

Preferred Skills

We are looking for a candidate who not only has the required experience and skills but can demonstrate a level of professionalism and customer service we have come to expect of consultants in the private sector. If you are an IT professional who combines high business acumen with technical expertise and team collaboration, you are strongly encouraged to apply.

The successful candidate should possess the following:

- Excellent communication and clear business writing skills;
- Excellent oral and written communication skills and the ability to clearly articulate to all project members and stakeholders;
- 4+ years experience as a Business Analyst with at least 10 years work experience;
- IIBA members and CBAP or CCBA, working knowledge of business analysis documentation standards;
- Experience in eliciting IT requirements for large-scale websites, web-based applications, COTS and mobile applications;
- Experience with CRM for content management and OBIEE analytics for pre-formatted and ad hoc reporting;
- Proven experience in defining requirements for solutions in multiple-entity environments (multiple agencies, business partners, etc.);
- Experience with formal SDLCs and business analysis methodologies, particularly Agile, Planned Releases and Human Centered Design;
- Experience using standard project tools including Microsoft Project, Excel and PowerPoint;
- Experience with an automated requirement tools (CaliberRM preferred);
- Knowledge of data sharing standards such as XML and NEEM;
- Team player who works well with technical and non-technical resources;
- Ability to take initiative, be a decisive decision-maker and show confidence in decisions made;
- Ability to take strategic direction from executive management and participate in strategic planning activities throughout the lifetime of the project;
- Ability to see tasks through to completion without significant guidance;
- Excellent analytic, organization, presentation and facilitation skills;
- Ability to manage multiple tasks under tight deadlines and the ability to interface with executive level management.

To Apply

Special Note: Taking and passing the Computer Associate (Software) civil service exam will be necessary to maintain employment with the City of New York. Filing for this exam is open until November 24, 2015. You must file for this exam in order to be considered. Please check the Department of Citywide Administrative Services (DCAS) website (http://www.nyc.gov/html/dcas/html/work/exam_monthly.shtml) for important filing information. For more information regarding the civil service process, please visit the DCAS website at: <http://www.nyc.gov/html/dcas/html/work/work.shtml>

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #219826
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #219826

-or-

If you do not have access to a computer, please mail resume indicating Job ID # to:
Department of Information Technology and Telecommunications (DoITT)
Recruitment Office - 255 Greenwich Street - 9th Floor - New York, NY 10007

SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW
APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL

Posting Date: November 12, 2015

Post Until: Filled

The Department of Information Technology & Telecommunications and the City of New York are equal opportunity employers