

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

Civil Service Title: IT Project Specialist	Level:
Title Code No: 06797	Salary: \$75,000 - \$95,000
Business Title: IT Business Analyst/UX Researcher	Work Location:
Division/Work Unit: Project Services	Number of Positions: 1
Job ID: 242254	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

Who We Are:

The NYC Department of Information Technology & Telecommunication (DoITT) is New York City government's technology leader. Our mission is to modernize IT infrastructure and service delivery in government; implement state-of-the-art information technology solutions to improve public services; make government more transparent and accountable; and employ cutting-edge tools, methods, and partnerships to empower New Yorkers. Our services touch every aspect of City life: from public safety to human services, from education to economic development, our services cross the full spectrum of governmental operations.

To fulfill our mission, we develop and support applications, maintain efficient and reliable computing and network platforms, develop sophisticated security tools and policies, and ensure the reliability of IT infrastructure and enterprise systems through redundancy and disaster recovery planning. We also negotiate service agreements with telecommunications providers doing business with City agencies, and administer franchise agreements with telecommunications and cable television providers that serve NYC residents.

The Opportunity:

NYC's NYC Business program will implement a new suite of web based tools and content to fit seamlessly with the redesigned NYC.gov website and replace the current NYC Business Express functionality. This suite will help business owners meet the City's permitting, licensing, and other regulatory requirements.

What You Will Do:

The Business Analyst/User Experience (UX) Researcher will employ User-Centered Analysis techniques (Interviews, direct observations, requirement work sessions, card sorting, etc.) to understand both user and business needs and clearly define the requirements for NYC Business. This resource will work closely with other team leads (Project Managers, User Experience Designers, Front-end Developers, Back-end Developers, and QA Testers) to translate those requirements into optimal solution designs. This role is critical to the overall success of business strategy.

Responsibilities will include:

- Plan the requirements elicitation efforts such as conducting stakeholder analysis, planning elicitation tasks and activities, creating elicitation timelines, and determining appropriate research tools;
- 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 BABOK;
- Conduct direct observation, field studies, and contextual inquiries common with user-centered design;
- Deliver the results of elicitation in the form of organized notes and meaningful categories;
- Translate business needs into clearly defined and documented detailed requirements, insights, opportunities, and/or user stories;
- Spearhead the prioritization, solution assessment and validation of requirements, insights, and opportunities with the business and project teams;
- Develop supporting analysis documentation (including data dictionaries, personas, process models, and use cases or acceptance criteria);
- Map new data exchanges as needed to process additional license types;
- Work with project managers to obtain consensus and signoff on requirements deliverables;
- Write user acceptance test plans and scripts, participate in prototype testing, and coordinate user acceptance test execution;
- Work with project managers to obtain user acceptance test signoff;
- Provide subject matter expertise to the team throughout the project;
- Perform functional testing, supporting Quality Assurance, and coordinate defect remediation;
- Perform special projects and initiatives as assigned.

Minimum Qualification Requirements

1. A baccalaureate degree from an accredited college and four years of satisfactory full-time experience related to the area(s) required by the particular position;
- or-
2. Education and/or experience which is equivalent to "1" above.

Preferred Skills

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

The preferred candidate should possess the following:

- Excellent communication and clear business writing skills;
- 2+ years' experience as a Business Analyst with at least 4 years work experience;

- Experience in eliciting IT requirements for large-scale websites and web-based applications;
- Proven experience in defining requirements for solutions in multiple-entity environments (multiple agencies, business partners, etc.);
- Experienced with formal SDLCs and business analysis methodologies; Working knowledge of business analysis documentation standards;
- Experience using standard project tools including Microsoft Project, Excel, Visio and PowerPoint;
- Excellent oral and written communication skills and the ability to clearly articulate to all project members and stakeholders; must be a 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 direction from executive management and participate in planning activities throughout the lifetime of the project;
- Ability to see tasks through to completion without significant guidance;
- Service Design/Human-Centered Design experience;
- Experience developing insights from research;
- Proven ability writing prototype test and user acceptance test script creation;
- 2+ years in UX research, using tools such as: card-sorting exercises, field studies and contextual inquiry, direct observation, and persona development;
- NYC Government experience;
- Experience working in hybrid and an agile methodologies and creating deliverables for both;
- Experience using an automated requirements management tool (preferably CaliberRM);
- IIBA certification(s);
- High Level Business Requirements;
- Detailed Business Requirements/User Stories; Personas; Data Dictionary/Data Exchange Mapping; Business Process Flows; Use Cases/Acceptance Criteria; Error Messages Inventory.

To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #242254
 For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #242254

-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: June 8, 2016

Post Until: Filled

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