

## **FULL TIME POSITION:**

### **Business Analyst, Worksource1 Management & Reporting Workforce Development Division**

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#### **Agency Description:**

The New York City Department of Small Business Services (SBS) is a vibrant, client-centered agency whose mission is to serve New York's small businesses, jobseekers and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

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#### **Job Description:**

SBS relies on Worksource1 (WS1), a custom-built jobseeker and job order tracking system, to support critical business functions of Workforce1 Career Centers and collect performance data. SBS seeks to improve its capacity to use WS1 in a variety of ways, from enhancing its functionality and data integrity to improving SBS' capacity to report—and act upon—WS1 data in a meaningful and proactive way. To this end, the WS1 Management and Reporting Unit is charged with providing WS1 management, data analysis, performance reporting, and data quality monitoring for SBS' Workforce Development Division (WDD).

We are seeking an experienced **WS1 Management & Reporting Business Analyst** to conduct regular business analysis for the WDD and participate in a variety of initiatives to improve WS1's functionality and operations.

#### **Specific Responsibilities:**

- WS1 Functionality and Data Expertise
  - Maintain a general understanding of key WS1 business rules and functionality
  - Obtain and maintain working knowledge of WS1 data variations and structure
- Business Analysis
  - Define and document business needs and objectives, current operational procedures and problems, and redefine processes to align to documented goals where required
  - Assess current tools and identify gaps in technology and recommend solutions based on future process needs
  - Develop business requirements for technology enhancements
  - Participate in testing and UAT, develop training curriculum and conduct formal training sessions of new system functionality for WS1 users.
- Project Management
  - Define project requirements by identifying project milestones, phases, and elements.
  - Monitor project progress by tracking activity, identifying and resolving problems, producing progress reports, recommending actions.
  - Provide references for users by writing and maintaining user documentation, providing help desk support and training users.
- Enhancements/Support
  - As needed, vet new report requests/change requests to existing reports and work with technology to ensure that the report requests are managed, prioritized, and coordinated
  - Participate in projects focused on improving WS1 data collection, data quality, and data integrity
  - Proactively suggest reporting & functionality enhancements to WS1
  - Participate in and lead WS1 training sessions for new users and for rollouts of new enhancements to existing users.

### Preferred Skills:

- Ability to perform duties independently under general, minimal supervision within specific assignments
- Ability to write business requirement and create wireframes for software-related projects
- Ability to research, analyze and make recommendations on administrative, management and procedural practices and other complex business problems;
- Ability to analyze, evaluate and integrate business processes and procedures
- Ability to prepare deliverables based on short timelines
- Outstanding Microsoft Excel, PowerPoint and MS Visio skills
- High level of attention to detail and accuracy
- Strong analytical and problem solving skills
- Strong communication, collaboration and interpersonal skills
- Willingness to occasionally participate in ad-hoc special projects and initiatives as required by the Unit and the WDD.
- Experience creating business requirements for Internet/Intranet applications
- Experience developing project plans, timelines and risk management
- Ability to simultaneously organize, drive, and manage multiple projects to timely completion
- Knowledge of workforce development or human service programs, operations, and service delivery
- Experience with software design and report writing

### Qualifications:

1. A master's degree from an accredited college in economics, finance, accounting, business or public administration, human resources management, management science, operations research, organizational behavior, industrial psychology, statistics, personnel administration, labor relations, psychology, sociology, human resources development, political science, urban studies or a closely related field, and two years of satisfactory full-time professional experience in one or a combination of the following: working with the budget of a large public or private concern in budget administration, accounting, economic or financial administration, or fiscal or economic research; in management or methods analysis, operations research, organizational research or program evaluation; in personnel or public administration, recruitment, position classification, personnel relations, employee benefits, staff development, employment program planning/administration, labor market research, economic planning, social services program planning/evaluation, or fiscal management; or in a related area. 18 months of this experience must have been in an executive, managerial, administrative or supervisory capacity. Supervision must have included supervising staff performing professional work in the areas described above; or
2. A baccalaureate degree from an accredited college and four years of professional experience in the areas described in "1" above, including the 18 months of executive, managerial, administrative or supervisory experience, as described in "1" above.

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### **How to Apply:**

To apply for this position, please email your resume and cover letter including the following subject line:

**Business Analyst, Worksource1** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

#### **ALSO:**

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by entering Job Title: Business Analyst, Worksource1
- **For Current City Employees:** Visit [Employee Self-Service \(ESS\)](#) to view and apply for available positions. Click on Recruiting Activities > Careers, and search for the specific Job Title: Business Analyst, Worksource1

**Salary:** \$55,000 - \$70,000

**NOTE:** Only those candidates under consideration will be contacted.

**The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.**