



**State of New Jersey**  
DEPARTMENT OF BANKING AND INSURANCE  
OFFICE OF HUMAN RESOURCES

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**NOTICE OF VACANCY**  
**STATE-WIDE – OPEN TO THE PUBLIC**

**POSTING #:** BIA-2023-009 **OPENING DATE:** January 19, 2023  
**TITLE:** Senior Business Analyst – Technical Lead  
(Government Representative 1) **CLOSING DATE:** February 19, 2023  
**UNIT:** New Jersey State Health Insurance Exchange **LOCATION:** Trenton, NJ  
**SALARY:** \$100,000-\$120,000  
**OPEN TO:** Candidates who meet the requirements specified below, subject to current promotional and hiring restrictions.

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**BACKGROUND**

In June 2019, Governor Phil Murphy signed legislation to establish a State-Based Health Insurance Exchange for New Jersey. This law was enacted with the aim of expanding residents' access to quality, affordable health coverage and care. The Department of Banking & Insurance (DOBI) has implemented the State-Based Health Insurance Exchange, *Get Covered New Jersey* ([www.GetCovered.NJ.gov](http://www.GetCovered.NJ.gov)), which launched in November of 2020. A critical function of the State-Based Health Insurance Exchange, a division within the Department, is improving access to health coverage throughout the State.

**RESPONSIBILITIES**

The Department of Banking and Insurance seeks qualified candidates to serve as the Senior Business Analyst – Technical Lead for the New Jersey State-Based Health Insurance Exchange. The Senior Business Analyst – Technical Lead will report to the Exchange Director or the Exchange Director's designee and will be responsible for managing the State-Based Exchange technology platform. The Senior Business Analyst – Technical Lead will manage short- and long-term enhancements to the Exchange platform by working with the Exchange team to identify and prioritize system improvements, develop requirements, and ensure system solution is consistent with requirements. The Senior Business Analyst will also provide strategic input and guidance on system enhancements and meet other related operational needs. This position will manage a small team of state staff and oversee technology vendors.

Examples of key responsibilities include:

- Maintaining expertise in end-to-end Exchange system functionality
- Leading technology solutions to address program needs for enhancements to the Exchange system
- Documenting and elaborating system requirements for the technology vendor and other stakeholders
- Prioritizing systems improvements to align with short- and long-term Exchange strategy by maintaining a thorough knowledge of the current system functionality, gaps, and solution options for implementing improvements
- Overseeing technology vendor(s) responsible for Exchange technology platform
- Overseeing testing teams and vendor(s) to ensure that system changes are thoroughly tested
- Coordinating and communicating system changes with other integrated IT systems and stakeholders, including call center and carriers

- Maintaining current knowledge of regulatory system requirements and coordinating compliance audits (including security audits)
- Translating system changes and technical improvements to the business teams that support the development of training materials for consumer assistance channels, such as the call center.
- Leading the scoping, budgeting, and creating a timeline for any enhancements
- Generating Key Performance Indicators for platform efficacy, drive the creation of systems to monitor those KPIs, and direct changes as needed to ensure continued success
- Managing and developing a small team of technical Exchange staff.

### **REQUIREMENTS**

**EDUCATION:** Graduation from an accredited college or university with a Bachelor's degree

**EXPERIENCE:** At least four (4) years of systems analyst experience serving in either a Business Analyst, Solution Lead, Functional Lead, or equivalent position; soliciting business requirements and participating in design sessions; and/or executing enterprise technology partnerships with software vendors.

**LICENSE:** Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

**RESIDENCY REQUIREMENTS:** In accordance with the New Jersey First Act, [N.J.S.A. 52:14-7 \(L. 2011, Chapter 70\)](#), effective September 1, 2011, newly hired State government employees must reside in the State of New Jersey, unless exempted under the law. If you do not reside in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey. Employees who fail to meet the residency requirements are subject to removal from employment.

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Interested applicants should submit a *letter of interest, resume and three (3) professional references of your current or former supervisors or managers-* please only provide references for those to whom you have reported in the workplace and those who have supervised or managed your work. Please provide your references' names, job titles and current contact information, including email addresses. All documents should be submitted in PDF format by February 19, 2023 to: [human.resources@dobi.nj.gov](mailto:human.resources@dobi.nj.gov). Please include Posting #BIA-2023-009 in the subject line of your email.

The New Jersey Department of Banking and Insurance provides reasonable accommodations to applicants with disabilities where appropriate. If you need a reasonable accommodation for any part of the application and/or hiring process, please notify the Department's ADA Coordinator, Lisa Clapp, at [lisa.clapp@dobi.nj.gov](mailto:lisa.clapp@dobi.nj.gov) or (609) 940-7337. Determinations on requests for reasonable accommodations will be made on a case-by-case basis.

**NOTE:** Foreign transcripts must be evaluated by a recognized evaluation service at your expense. Submit a copy of the evaluation with each application that requires a college degree or credits. For additional information, please refer to the Civil Service Commission website at: <http://www.state.nj.us/csc/seekers/about/steps/step2.html>.