

Associate, Business/Systems Analysis

Reports To: Director, Information Technology

Rhode Island Quality Institute (RIQI) is a non-profit organization dedicated to improving the quality, safety, and value of healthcare in the state.

Description:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required for this position. Reasonable accommodations may be made, upon request, to enable individuals with disabilities, who otherwise meet the qualifications, to perform the essential functions of the position.

Job Summary:

This position will be responsible for a full range of activities which ensure the operational effectiveness and excellence of the business unit. The Associate, Business/Systems Analysis will design and document workflow and make appropriate recommendations that will positively impact operational effectiveness.

Duties include, but are not limited to:

- Performs task work needed to deliver on project plan milestones.
- Performs analysis work and makes recommendations associated with specific one-off questions.
- Creatively defines and executes work strategies for accomplishing needed tasks.

Essential Duties and Requirements:

- Redesigns business processes and operational workflows.
- Prepares requirements, specifications, process flow documents, and makes recommendations for improvement.
- Analyzes and troubleshoots complex application problems and errors.
- Analyzes information for patterns and trends; compares solutions and weighs them against the actual needs.
- Conducts task analysis and interacts with system users in order to identify chances for the improvement of productivity, integration, and to decrease costs.
- Leverages understanding of technology management best practices and operations best practices to formulate optimal solutions to problems.
- Defines test conditions and develops accurate and complete test plans.
- Identifies and documents system deficiencies and recommends solutions.
- Communicates and interacts closely with Project Managers; Director, IT; Director, Operations and Compliance; COO; and other operational staff.
- Performs other related duties as assigned.

General Requirements:

- Performs quality work within deadlines with or without direct supervision.
- Establishes and maintains effective working relationships.
- Demonstrates the organization's values by bringing issues to the appropriate managers in a timely manner for resolution, sharing best practices among all teams, serving as a brand advocate, mentoring and leading by example to support a positive work environment, and encouraging other staff to do the same.
- Develops and maintains positive relationships with all stakeholders and assists them, as appropriate, with issues or concerns to satisfactory resolution.
- Assists with the orientation and ongoing development of new associates.
- Represents Rhode Island Quality Institute in a positive manner to all stakeholders.

Minimum Qualifications

Education and Experience

- Bachelor's degree in Technology, Computer Science, Engineering, or a related field.
- Three - five years experience in systems analysis with project management responsibilities.

Desired Qualifications

- Demonstrated track record of managing technical and operations-based projects to completion.
- Proficient knowledge of Microsoft Project and Excel. Visio experience desired.
- Excellent oral and written communication skills. Strong analytical, writing, and presentation skills.
- Strong conflict management and critical thinking skills.
- Ability to perform as a team player.
- Health care experience or knowledge of health care business preferred (i.e. working with hospitals, physician practices health centers, managed plans, etc.)
- Experience with transaction-processing, message based systems; implementation of COTS (Commercial off the Shelf) systems; and custom development projects.
- Data modeling experience, database design, and implementation skills.
- Understanding of the SDLC (Software Development Lifecycle).
- Experience with HL-7 messaging.

Licenses and/or Specialized Knowledge:

None

Supervisory Responsibilities:

None

Work Environment:

This position will work in normal business office conditions.

Physical Demands:

The tasks of this position are typical for working in an office environment. An associate is regularly required to perform tasks while sitting at a desk, using normal hand dexterity. Mobility is required, including standing, moving about, and sitting. Occasional travel out of the office for meetings, etc. may be required. Good vision is required, including both close and distant objects. Must be able to maintain a good attendance record.

Prepared By: Michelle L. Dexter

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The statements contained herein reflect information necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload.

Rhode Island Quality Institute is an EEO/AA Employer.