

<b>Job Title:</b>	Business Analyst
<b>Department(s):</b>	Product Integration Team
<b>Reports to:</b>	Director of Product Integration

## Key Areas of Responsibility

The key areas of responsibility the Business Analyst is responsible for include:

- Participating as a member of the Product Integration Team
- Working closely across all areas of internal and external clients
- Interpretation and analysis of how client needs and requests can be met with existing products and/or by developing business requirements for future products and product enhancements
- Supporting the full product suite of HCIM including assessing, recommending for change, and implementing the future direction of current and potential products
- Providing support of the integration of HCIM products into each client's unique systems and situations and handle all customer service and support interactions.

## Job Functions

The Business Analyst's typical job duties and responsibilities include, but are not limited to:

### Client Advocate and HCIM Product Support:

- Thorough understanding of Managed Care Claims Adjudication business processes.
- Recommend Design changes and enhancements for all existing and potential HCIM Products according to client business requirements and needs
- Customer Service / Product Support
- Works with clients to understand business needs and interpret how these needs into solutions that can be solved with existing HCIM product functionality.
- Installation (New/Updates/Upgrades)
- Assist in project plan development
- Assist in the development of documentation and Visio Flowcharts in support of business requirements
- Design Testing scripts that simulate client business rules
- Develop Quality Assurance procedures for final QA testing of all HCIM applications before release to clients, and participation in such application testing
- User Training
- Follow-up on clients post-install
- Provide first line of product troubleshooting and document software anomalies
- Customize and Support third-party software products marketed and integrated into HCIM product suites
- Support the marketing and sales efforts of HCIM
- Assist the development of Technical/User Documentation
- Knowledge transfer and cross-training with HCIM colleagues

### Information Technology:

- Adequate technical skills to develop queries and/or reports for analyzing data or selecting records for output to HCIM applications preferably in Crystal Reports and/or SQL.



- Works closely with the Development group and the Sales and Marketing colleagues to continually assess, enhance and maintain information technology and databases to support software products and development activities.
- Troubleshoot anomalies by analyzing system logs and input files. Potential to examine .NET and SQL code for potential issues.
- Responsible for administration of web based software and client issue tracking application.
- Assists to prioritize and develop new applications and processes to improve internal efficiency, streamline processes, and ensure data integrity.

## Experience/Skills:

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- The ideal candidate will possess a strong interest and proven experience in product management and/or Claims Operations in both a technical and business perspective in the managed care or healthcare industry.
- Managed Care Claims System experience is required, EZ-CAP experience strongly preferred.
- S/he will bring proven organizational, interpersonal, and presentation skills to the position.
- The successful candidate must enjoy assessing current systems and aligning service strategies with the overall mission of an organization.
- The person must have a keen interest in and ability to evaluate processes and implement improvements.
- Experience in data management, systems implementation, analysis and redesign of business processes highly desired.
- Excellent communications skills, both oral and written.
- Requires proven planning and project management skills.
- Microsoft Access, SQL Server, VBA, .Net, Crystal Reports, SQL Server Reporting Services experience helpful.
- Willingness to travel, as required, to client sites on an as-needed basis

## Work Environment

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- The Business Analyst will perform the above duties from his/her home-based office, in cooperation with other HCIM colleagues who shall be located elsewhere.
- Occasional face-to-face work sessions with other colleagues and/or HCIM clients may be necessary.

<p>✉ This job description is not intended to be all-inclusive. The Business Analyst may perform other related duties as negotiated to meet the ongoing needs of the company.</p>
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## Contact

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To apply for this position, please send an e-mail with your resume and salary requirements to:  
[jobs@hcim.com](mailto:jobs@hcim.com)

