Job Description

TITLE:	IT Business Analyst
FLSA:	Exempt
REPORTS TO:	IT Manager
DATE:	April 11, 2023

Job Summary:

The IT Business Analyst will be responsible for all aspects of help desk and technology services, technology support, and technology vendor partnerships, including but not limited to the listed functions.

Essential Functions:

- Software configuration as it relates to the implementation of new, renewing, and terminating groups.
    - PBM eligibility files
    - External Vendors
    - External membership portal configuration
    - EDI Clearinghouse Routing and Exception file maintenance
    - Maintain All Crosswalks
    - Research all Extract Issues
    - Assist in setting up payroll file feeds.
- EDI manipulation resulting from failed file loads.
- Regular testing and technical support during and after implementation of healthcare EDI applications and updates of transaction formats.
- Responding to EDI inquiries and managing the resolution of issues delivered from "internal organization customers," trading partners, and vendors regarding healthcare transactions (claims, enrollment, payments, etc.)
- Ad hoc report development as needed for client support.
- Quality Control maintenance through internal audits and automation of processes.
- Participation in application testing at various stages of development.
- Maintain department guidelines by adhering to policy and procedures and following escalation procedures.
- Work in coordination with other internal departments and stakeholders through participation in IT Team projects for onboarding of service partner programs and products.

- Attend recurring meetings to stay informed of sales and operational activities.
- Participate in weekly/monthly team and department meetings with productive updates and input.

Qualifications:

- Critical thinking skills
- Flexibility & Adaptability
- Ability to document and update processes and procedures.
- Work well independently and as part of a team
- Knowledge of the claim adjudication software a plus (QicLink/VBA)
- Knowledge of data files and transforming the files as needed.
- Excel spreadsheet, formulas, and pivot table
- SQL Query Writing
- Detail oriented
- Willingness to learn and be trained.
- Overall knowledge of understanding computers, servers, network and other basic IT technologies and practices.

Education

An associate degree or equivalent work experience required. Advanced degrees and/or certifications applicable to the position are a plus.

Travel

Travel will be extremely limited, but may be required for trips to another Regional Office.

Physical Requirements:

While performing this job, the employee is frequently required to sit, talk, and listen. The employee may occasionally lift and/ or move up to thirty pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work is primarily in an office setting. The noise level in the work environment is moderate.

The duties listed above are intended only as an illustration of duties, and not an all-inclusive list. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logical to the position.

Disclaimer:

The above statements are intended to describe the general nature and level of the work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required of personnel so classified. All personnel are required to perform duties outside their normal scope of responsibilities from time to time, as needed.