Job Description

Title: HIE Business Systems Analyst

Department: OnePartner

Reports to: Implementation/Support Analyst

Job Code: HIEBSA

FLSA Status: Exempt

Date: October 26, 2015

Salary Grade: P7

General Summary:
The HIE Business Systems Analyst assists in the implementation, build, analysis, testing, training, go-live support and maintenance of OnePartner HIE applications. Coordination with OnePartner clients, management, vendors and other departments is required as well as the ability to use critical thinking, prioritize assignments and open issues. Will work in a highly collaborative, cross functional development team on various project activities. Must have strong teamwork orientation and the ability to foster collaboration within and across teams. Demonstration of excellent customer service is a critical personal characteristic of this position.

Main Responsibilities:

- Leads and/or participates in onboarding discussions with OnePartner HIE clients
- Acts as a liaison between functional users and technical teams in the development or modification of information systems
- Gathers client requirements, works closely with interface developers and key stakeholders to meet project goals
- Creates HIE test plans for OnePartner clients
- Acts as a subject matter expert on dbMotion applications
- Trains clients on dbMotion applications
- Creates and refines various training materials for OnePartner HIE applications and delivery processes; recommends changes, updates, and refinements to training process and materials
- Creates and follows up on tasks in Wrike project management software
- Maps vocabulary codes to standard baselines in dbMotion’s Vocabulary Manager
- Assists in testing of “hot fixes” and upgrades for dbMotion applications.
- Provides HIE application on-site support for OnePartner clients
- Assists in the creation of user accounts for HIE applications
- Monitors dbMotion applications for issues, troubleshoot and correct as needed
- Assist in resolving support calls escalated by the Help Desk
- Escalates issues to dbMotion support as necessary
- Provides demonstrations of HIE applications for potential or current OnePartner clients as necessary
- Collaborate with QA, Legal, Compliance and other IT partners as necessary
- Other duties as assigned
Education/Experience/Knowledge:
- Bachelor’s degree in computer science, information technology, or business administration required
- 3 years working in a healthcare setting required
- Broad understanding of analysis and IT industry, e.g. emerging technologies, industry standards, support services, architectures, systems design, and systems integration and solid knowledge of analysis and accepted IT processes and methodologies required
- Creative problem solving skills and ability to effectively communicate and translate feedback, needs and solutions
- Ability to develop/coordinate cross-functional work groups and projects, yielding optimal outcomes
- Proven ability to perform analysis and support teams during an analysis effort
- Working knowledge of Electronic Medical Records
- Understanding of HIE (health information exchange) processes is a plus
- Proficiency in MS office products, such as Word, Excel, Power Point, and Outlook
- Project management software and process knowledge preferred
- Knowledge of HL7 interfaces preferred
- Knowledge of software development preferred
- Strong Written and Oral Communication & Organizational Skills
- Able to work independently and organize time effectively with attention to detail
- Possession of strong ability to give attention to detail, perform multiple tasks together, and work effectively with other members in a team setting
- Display high degree of discretion and confidentiality

Physical/Mental Demands:
Combination of walking, sitting, standing, bending, reaching, and lifting. Must be able to lift up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Occasional stress from balancing multiple tasks.

Disclaimer:
The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Description Prepared by: ___Jennifer Owens__________
Reviewed by: ______Wesley Combs________
Human Resources Approval: ___Kim Barton_____
Date: ___October 26, 2015______________

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