



APPLICATION ANALYST III

Position Status: Exempt
Reports To: Application Manager
Effective Date: 03/08/18
Revised Date: 08/17/20
Job Level: P3

POSITION SUMMARY

Under direction, this position:

1. Provides medium- to high-level support and expertise related to systems configuration, research and analysis, and State policy and procedure implementation, in support of the Application Analyst IV
2. Supports the Application Analyst IV and Application Services leadership in the analysis of Alliance business procedures, performance of medium to high level complexity systems configuration, and conducting related research
3. Provides core systems technology training and subject matter expertise to Alliance staff in coordination with other Application Analysts, Application Services leadership, and the Training and Development Department
4. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The Application Analyst III is the advanced working level position in the Application Analyst series and is distinguished from the higher, expert level Application Analyst IV by the latter's responsibility for day-to-day vendor relationship management, performance of the most complex product configuration tasks, and participation in future planning activities. The Application Analyst III is distinguished from the lower, working level Application Analyst II by the former's responsibility for performing highly complex, advanced systems configuration tasks.

RESPONSIBILITIES

1. Provides medium- to high-level support and expertise related to systems configuration, research and analysis, and State policy and procedure implementation, in support of the Application Analyst IV, with duties including but not limited to:
 - Assisting with the integration process of new vendors
 - Performing troubleshooting and resolving issues pertaining to core systems, as well as internal development and integrations
 - Supporting the Application Analyst IV by gathering information related to issues with core systems and providing recommendations regarding resolution of issues
 - Assisting in cross-functional tasks/projects while achieving timely and accurate deliverables
 - Supporting internal customers with workflow analysis related to core systems
 - Providing input on the development and implementation of administrative policies, processes and procedures related to Application Services Department operations
 - Supporting the Application Analyst IV and Application Services leadership by participating in the design, development, testing, and implementation of Alliance Tactical Plan projects, operations and reporting solutions
 - Assisting with assessing software bugs and change requests in order to support the Application

- Analyst IV and Application Services leadership in prioritizing with stakeholders, internal development, and vendors
- Supporting generation of routine operational and system reports for Application Services leadership, subject to peer review
 - Assisting the Application Analyst IV with the assessment and interpretation of policy and operational changes from the Department of Health Care Services (DHCS), Department of Managed Health Care (DMHC), Centers for Medicare and Medicaid Services (CMS) and other governmental entities
2. Supports the Application Analyst IV and Application Services leadership in the analysis of Alliance business procedures, performance of medium to high level complexity systems configuration, and conducting related research, with duties including but not limited to:
- Assisting in testing and documenting configuration solutions for assigned functions
 - Evaluating complex departmental processes, workflows, procedures and related documentation, conducting research, and making recommendations for improvement
 - Assisting with defining project scope, goals and deliverables that support business goals in collaboration with stakeholders
 - Assisting with the coordination and development of functional specifications, system design specifications, and use cases for Quality Assurance, User Acceptance Testing, and Release Management
 - Assisting with the development of Application Services operational procedures
3. Provides core systems technology training and subject matter expertise to Alliance staff in coordination with other Application Analysts, Application Services leadership, and the Training and Development Department, with duties including but not limited to:
- Providing guidance, technical expertise, and support to other Application Services Department staff
 - Reviewing processes and procedures to identify training needs and providing recommendations in order to ensure continuous process and quality improvement
 - Working with departmental leadership and staff, and the Training and Development Department to design, develop, administer, and evaluate training
 - Training staff on the use of core systems
4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Business Administration, Health Care, Information Technology, Information Science, or a related field and a minimum of five years (or a Master's degree and three years) of product configuration experience which included some experience related to training staff and a minimum of three years of experience in a managed health care environment; or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of software product lifecycle management, from defining requirements to implementation
- Working knowledge of the principles and practices of technical/technology implementation

- processes, including the integration of systems and the application of information management
- Working knowledge of the principles and practices of project management
 - Working knowledge of the Medicaid Program, the methods of product configuration in a Medicaid/Medicare environment, and medical terminology, related procedures, and national diagnostic coding
 - Working knowledge of and proficiency in research, analysis, reporting methods, performance metrics and statistics
 - Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, Outlook, PowerPoint, Visio and Adobe Acrobat
 - Working knowledge of the methods and techniques associated with the development of business requirements
 - Working knowledge of the principles and practices of product/program development
 - Working knowledge of the principles and practices of software development
 - Some knowledge of adult learning theories, the basic principles and practices of curriculum design and content development, and training program development, implementation and evaluation
 - Ability to understand business issues and work flow challenges of the organization and industry
 - Ability to analyze and write process maps, work instructions, and documentation
 - Ability to train, guide, and act as a technical resource to staff
 - Ability to manage multiple projects simultaneously, organize work, maintain accurate records, and achieve goals and timelines
 - Ability to translate business requirements into detailed product requirements
 - Ability to adjust communication style in order to facilitate collaboration and understanding among both technical and non-technical audiences
 - Ability to develop training content in collaboration with the Training and Development Department and conduct/facilitate training sessions for staff
 - Ability to define issues, interpret data, and identify, evaluate and recommend options
 - Ability to identify and resolve problems in a timely manner and recognize matters requiring escalation to a higher level staff member
 - Ability to demonstrate flexibility and creativity and to effectively adapt to change
 - Ability to work collaboratively with a wide range of individuals at all levels of the organization
 - Ability to work independently with minimal supervision and as a member of a team

DESIRABLE QUALIFICATIONS

- Experience with Alliance core and ancillary systems
- Experience working with methodologies such as Application Lifecycle Management and various project management methodologies and best practices
- Thorough knowledge of the Medicaid Program, the methods of product configuration in a Medicaid/Medicare environment, and the medical terminology, related procedures, and national diagnostic coding
- Working knowledge of: health care regulatory policies, principles of health care planning and administration, health care data analytics, State and Federal Legislative processes, and Medi-Cal.
- Some knowledge of Agile/Scrum development environments
- Proficiency in the use of SharePoint

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.