



BUSINESS ANALYST I

Position Status: Exempt
Reports To: Department Leadership
Effective Date: 04/03/24
Revised Date:
Job Level: P1

POSITION SUMMARY

Under general supervision, this position:

1. Conducts or assists with basic- to mid-level business requirements analysis within the Operations or Health Services Division
2. Coordinates regulatory and compliance deliverables
3. Project manages small- to medium-scale projects
4. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The Business Analyst I is the entry and first working level classification in the series and is distinguished from the next higher, working level Business Analyst II by the latter's greater degree of independence in conducting business requirements analysis and responsibility for collaborating with project managers and other stakeholders on enterprise-wide projects.

RESPONSIBILITIES

1. Conducts or assists with basic- to mid-level business requirements analysis within the Operations or Health Services Division, with duties including but not limited to:
 - Collaborating with management to identify business objectives and develop strategies to achieve them
 - Working closely with stakeholders to identify and understand business needs and developing solutions to business problems through the identification of clear and comprehensive business requirements
 - Leading or assisting with requirements gathering, documentation, and analysis for new initiatives, system enhancements, or process improvements within the managed health plan
 - Analyzing and documenting business processes, systems, and workflows in support of business requirements gathering and analysis
 - Translating business requirements into actionable plans and deliverables
 - Managing business analysis projects for the assigned department within the Division, from initiation to completion
 - Analyzing data to provide insights and recommendations to evolve processes to meet new business needs
 - Utilizing standardized processes and templates for business requirements documentation
 - Collaborating with project managers and other stakeholders to ensure successful delivery of Division-wide projects
 - Collaborating with cross-functional teams, including Information Technology Services and Finance, to ensure a holistic approach to business analysis
 - Assisting Business Analyst II/IIIs with more complex business requirements analysis, as assigned

2. Coordinates regulatory and compliance deliverables, with duties including but not limited to:
 - Coordinating between all departments with the Division and with the Compliance Division to meet necessary regulatory and compliance deliverables
 - Reviewing new regulatory requirements and providing initial interpretation
 - Assessing new requirements and collaborating with departments to mitigate compliance deficiencies
 - Drafting policies, procedures, and workflows to ensure documented processes accurately reflect current operations and are compliant
 - Coordinating with departments within the Division to draft audit deliverables in response to corrective actions.
 - Supporting departments with regulatory reporting, including developing reporting requirements and ensuring reports are delivered timely
3. Project manages small- to medium-scale projects, with duties including but not limited to:
 - Managing small- to medium-scale business analysis projects from initiation to completion for the assigned Division
 - Collaborating with stakeholders to manage and ensure project success and consistent application of project management methodologies, standards, tools, and processes and continuous improvement in alignment with business needs
 - Ensuring business needs are well understood and that project teams perform at a high level
 - Identifying and coordinating required ongoing project management documentation for the deliverables, dependencies, critical path, and stability of project-oriented work efforts
 - Coordinating clear and timely communication with project stakeholders
 - Overseeing the tracking and usage of project milestones, tasks, timelines, and resources necessary to meet project objectives and to keep projects within scope, schedule, and resource requirements
 - Utilizing online collaboration and project management software to ensure project status is transparent
 - Assisting Business Analyst II/IIIs with more complex projects, as assigned
4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Health Care, Business, or a related field and a minimum of two years of experience conducting or supporting business analysis activities, including some experience related to project coordination or project management (four years of additional experience may substitute for the Bachelor's degree); or an equivalent combination of education and experience may be qualifying.

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel (including working knowledge of pivot tables), Outlook, PowerPoint, Visio, and Adobe Acrobat
- Working knowledge of the basic standards in business analysis
- Some knowledge of various business analysis and project management methodologies, such as

Agile and Waterfall

- Working knowledge of research, analysis, and reporting methods
- Some knowledge of the basic principles and practices of project management
- Ability to interpret and apply complex regulations, policies, and procedures
- Ability to conduct basic business requirements analysis and translate business requirements into actionable plans and deliverables
- Ability to define issues, interpret data, identify solutions, and make recommendations for action
- Ability to think critically to make informed recommendations
- Ability to document, summarize and resolve issues and escalate to manager as appropriate
- Ability to use a customer-focused approach to solving business problems
- Ability to organize work, manage multiple projects, establish priorities, adjust to changing priorities, and meet deadlines
- Ability to develop work plans and workflows and organize and prioritize project team activities
- Ability to draft policies, procedures, workflows, written reports, and other program documents
- Ability to present strategic information, data and results in a clear and understandable manner utilizing methods appropriate to various forums
- Ability to foster effective and collaborative working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to demonstrate flexibility and creativity, identify improvements to existing practices, and initiate and manage change
- Ability to make sound decisions within established guidelines and escalate issues as appropriate
- Ability to work independently under general supervision and as a member of a team

DESIRABLE QUALIFICATIONS

- Master's degree in Health Care, Business, or a related field
- Project management certification, such as Project Management Professional (PMP)
- Experience working in a health care or managed care environment
- Working knowledge of data analysis tools and techniques

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 work effectively in a remote work environment
- 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.