

Aurora Health Care

POSITION: Business Systems Analyst Senior      DATE:  
REPORTS TO: Supervisor or above      ANALYST:  
JOB CODE: 6759      REVISED:  
REVISED BY:

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POSITION PURPOSE:

Under limited work direction, develops, implements, and supports applications, solutions, and business processes to meet the operational and technical needs of the organization. Serves as the main liaison between clinical operations, information services, system users, and vendors and acts as a consultant on complex technical issues. Ensures effective systems operations by monitoring applications, providing user support, and developing and implementing user education, and training.

REPORTING RELATIONSHIPS:

- Reports to a Supervisor or above who in turn reports to a Manager or above.
- No subordinates report to this position.

ESSENTIAL FUNCTIONS:

- Conducts complex clinical operational/technical needs and workflow analysis, and preliminary cost-benefits analyses in an effort to align information technology with practical business initiatives as well as formulate practical requirements for operational improvements.
- Ensures successful implementation, administration, and documentation of new and existing clinical applications.
- Serves as the main liaison/technical expert consulting with the department, information services, system users, and the vendor technical services for coordination, problem resolution, system maintenance activities and case/point resolution. Provides advanced application troubleshooting support independently and in conjunction with information services and/or the vendor.
- In conjunction with information systems and/or the vendor, performs data interfaces, conversions, updates, backups, upgrades, system changes, disaster recovery, design activities, hardware assessments, and software configurations.
- Proactively monitors/evaluates the effectiveness of applications and systems. Recommends new applications or enhancements based on operational needs.
- Develops system user training/education modules, and delivers training on system capabilities/functionalities and report development based on needs assessments. Evaluates training effectiveness and modifies training programs accordingly.
- Develops, implements, and evaluates complex information systems projects, timelines, and budgets. May lead project implementation to ensure timeline adherence and task completion.

- Maintains and monitors the department's/function's web site, user lists, and system security/access.
- Ensures data integrity and audits reports to identify/resolve potential issues, proactively searches for potential system process improvements, and recommends/implements changes. Performs data analysis to support data requirements and initiatives.
- Designs queries, documents and maintains complex reports using to meet users' needs and proactively anticipates reporting needs and makes suggestions for value added data.
- Performs complex data analysis to support data requirements and initiatives.
- The incumbent is responsible for adhering to the established Service Standards.

#### NON-ESSENTIAL FUNCTIONS:

The following non-essential job functions are listed to inform you of significant duties and/or skills, which form some of the basis for evaluation for merit increases of employees in this position. This does not exclude consideration of applicants who do not possess the ability to perform those skills or duties upon application.

- Performs other duties as assigned or as necessity dictates.

#### SPECIALIZED KNOW-HOW AND REQUIREMENTS

- Knowledge of computer science, general business, or health care field equivalent to that which would be acquired by completing a regionally accredited Bachelor's degree program.
- Knowledge, skills and abilities required to perform this job are typically acquired through a minimum of five to seven years of progressively responsible experience in information systems applications that includes end user experience, functioning as the interface between operational and technical experts, providing operational support for clinical systems, analyzing business and clinical processes, and providing user training/education. . Minimum of five years related experience in the area or function supported such as Accounting, Risk Management, Logistics, Marketing, etc.
- Demonstrated ability to develop timelines and budgets, implement project tasks, and evaluate project outcomes.
- Requires analytical skills necessary to make sound recommendations based on data analysis, and clinical user needs, assuring maximum productivity, and continuous process improvement. Demonstrated ability to translate user requirements into system specifications.
- Strong knowledge of computer operating platforms, applications software, network software technology and software, and personal computer operating systems. Experience troubleshooting complex application/system issues.
- Advanced skills in the Microsoft Office Suite (Word, PowerPoint, Excel, Access) or similar products and experience with large scale automated systems. Expertise in preparing, importing, and manipulating information in spreadsheets and databases.
- Demonstrated experience working with operational and technical customers, vendors, peers, and management.
- Demonstrated knowledge and understanding of HIPAA (Health Insurance Portability and Accountability Act) regulations related to information security and confidentiality.
- Demonstrated strength in presenting to groups and senior leadership.

- Demonstrated experience training staff and leadership on system uses, functionalities, and reporting mechanisms. Ability to develop training and educational modules to meet clinical department needs.
- Ability to handle multiple tasks, set appropriate priorities and accomplish assignments in a thorough and timely manner.

MENTAL/PHYSICAL REQUIREMENTS:

- Work environment may contain dust, dirt, and noise. May be exposed to mechanical and electrical hazards.
- May be exposed to patient care areas; therefore, personal protective equipment will be worn as necessary
- Position may require incumbents to carry a pager, and may require off-hour support.
- Position may require some travel. May be exposed to road and weather hazards.
- Generally exposed to a normal office environment. Sits the majority of the workday, but also may lift, reach, and bend throughout the day.
- Operates all equipment necessary to perform the job.