

Senior Business Analysts/Program Managers Computer Technical Support Consultant 4 – UCP 10

Job Summary

The Analytics and Information Management Solutions (AIMS) group (<http://aims.uconn.edu>) within the School of Nursing at University of Connecticut (<http://nursing.uconn.edu/>) is seeking to hire **Senior Business Analysts/Program Managers (Computer Technical Support Consultant 4 - UCP 10)**. These positions will provide support on our Health IT initiatives, leading the efforts related to coordination with external stakeholders and participants to capture business and functional requirements, develop use cases for the design, development, and implementation of visualizations, dashboards, and user experience. These grant funded positions are based at the downtown Hartford Campus.

UConn AIMS, working with the State of Connecticut's Office of Health Strategy (OHS), is leading the design, development, and implementation of the state's Health Information Exchange (HIE) and Core Data Analytics Solution (CDAS), which will leverage leading-edge technologies to curate, process, and enhance large amounts of healthcare data to fuel the analytics to support state-wide healthcare initiatives.

Job Duties and responsibilities include but are not limited to:

1. Consult with internal and external customers to develop analyses and gain a better understanding on how the user is interpreting data and information; research actionable insights that increase patient outcomes; prepare requirements for supporting this usage and define the appropriate venue for the distribution of information; work with development to test and implement information solutions.
2. Communicate information via visualizations, product information or other documentation to the internal and external users as needed.
3. Understand and utilize data from multiple sources including claims, enrollment, clinical notes (unstructured), and patient/provider databases to create interactive dashboards that can be used to drive decision making.
4. Provide direction to team members according to department standards, procedures and goals. May supervise, assign and monitor work of full-time staff.
5. Responsible for identifying and communicating design and scope issues to the stakeholders. Develops issues mitigation plans and updates/enhances design requirements.
6. Conduct design reviews and oversees quality assurance for designs for the information delivery applications; ensure system and integration test plans are developed and executed.
7. Manage and track the work of internal and external team members (project and temporary staff, contractors/consultants and stakeholders) to achieve goals according to planned schedule.
8. Regularly communicate statuses and timelines to team members. Ensure alignment on business and functional requirements from strategy to execution.
9. Track outcomes and updates from stakeholder meetings / work groups and coordinate with the correct internal technical or operational teams.
10. Identify user requirements by communicating with leaders at hospitals, physician organizations, government agencies, health insurance companies, consumer advocates, and employers.
11. Develop shared service recommendations for executive management by synthesizing industry standards, stakeholder strategy and business requirements, and target audience.

12. Oversee day-to-day planning of activities, including coordinating and documenting meeting activities in alignment with overall goals and objectives.

Minimum Qualifications

1. Bachelor's degree in computer or business-related field, or equivalent combination of training and experience.
2. Five (5) or more years of progressively responsible experience as a business analyst, project manager, or product manager.
3. Experience evaluating user needs to capture users' business and functional requirements and developing use cases and conceptual designs using logical reasoning and systematic problem solving.
4. Experience with stakeholder outreach and effective written and verbal communication skills to capture and disseminate information.
5. Experience with planning, coordinating, and facilitating work meetings with diverse stakeholders. Ability to maintain personal accountability and be able to meet competing goals in a fast-paced environment.
6. Knowledge of data exploration, data capture, and data/information analysis technics.
7. Experience working with Microsoft Office Suite, such as Word, Excel, PowerPoint, Visio, and Project.

Preferred Qualifications

1. Master's degree in computer or business-related field.
2. Experience with designing requirements for healthcare focused data, such as designing solutions that encompasses Electronic Clinical Quality Management (eCQMs) and HEDIS measures, and social determinants.
3. Expertise in business analysis methodologies and deliverables including: business process management (BPM), requirements solicitation and documentation (JAD/JAR), Use Cases, ROI analysis, and business case development.
4. Experience handling CCDAs, creating provider registry and/or integrating claims as well as clinical data to derive or predict outcomes and action.
5. Experience working in both Waterfall and Agile development lifecycle environments
6. Ability to solve problems and quickly process complex information and present it clearly and simply.
7. Experience building data and analytics products and a demonstrated aptitude for analytics.
8. Ability to work effectively with a wide range of people at all levels in an organization.
9. Experience mentoring and training team members who are willing to learn and explore new areas.

APPOINTMENT TERMS: These are full-time, grant-funded positions that are subject to annual renewal depending on available funding and job performance. The typical work schedule is Monday – Friday, 8:30 am – 4:30 pm. Salary will be commensurate on the successful candidates' background and experience. Work location is at the Hartford campus.

TO APPLY: To apply, please submit an online application that includes a cover letter, a resume and contact information for three (3) professional references, online via UConn Jobs, Staff Positions (www.jobs.uconn.edu). Evaluation of applications will begin immediately. Employment of the successful candidate is contingent upon the successful completion of a pre-employment criminal background check. (Search # 2019423)

This job posting is scheduled to be removed at 11:59 p.m. Eastern time on March 15, 2019.

All employees are subject to adherence to the State Code of Ethics which may be found at <http://www.ct.gov/ethics/site/default.asp>.

The University of Connecticut is committed to building and supporting a multicultural and diverse community of students, faculty and staff. The diversity of students, faculty and staff continues to increase, as does the number of honors students, valedictorians and salutatorians who consistently make UConn their top choice. More than 100 research centers and institutes serve the University's teaching, research, diversity, and outreach missions, leading to UConn's ranking as one of the nation's top research universities. UConn's faculty and staff are the critical link to fostering and expanding our vibrant, multicultural and diverse University community. As an Affirmative Action/Equal Employment Opportunity employer, UConn encourages applications from women, veterans, people with disabilities and members of traditionally underrepresented populations.