Business Analyst I

Location:	South Bend, IN	FLSA Status:	Full-Time (Exempt)
Department:	Professional Services	Education Level:	Bachelor's or equivalent
Reports To:	Manager of ETL & Data Services	Revision Date:	October 18, 2017
Security Group:	PS-4.1	EEO-1 Classification:	Professionals

Company Description:

Harmony Healthcare IT provides technology solutions for healthcare organizations by safeguarding protected clinical information, increasing productivity and maximizing cash flow. We specialize solely in healthcare technology – driving accessibility, security, efficiency and quality for our customers who rely on accurate clinical data to provide care for their patients. We are best known for our excellence in data extraction, migration and retention of healthcare records ensuring system reliability and data integrity 24/7. We are growing and seek to add key members to our team to help continue our mission of helping the healthcare system work better for everyone.

Position Summary:

The **Business Analyst I** reports to the Manager of ETL & Data Services and is responsible for customer interviewing to define and document current legacy system usage. This position participates in the validation of Health Data Archiver (HDA) application development and comparison/documentation of issues between legacy systems and HDA. This role is involved in the customer hand-off and walk-through of delivered HDA system as well as the customer follow up and confirmation of successful system usage. This position requires interaction with Database Integration Specialists, who create the HDA from the defined specifications.

Primary Responsibilities:

- Communicate with customers via phone and remote computer sessions to define and document legacy system usage
- Create Health Data Archiver (HDA) application specification based on the recorded customer sessions
- Perform validation of HDA application and documentation system findings
- Assist with customer training on the use of the HDA application
- Assist customers via phone and computer screens to validate and learn HDA application
- Assist in validation of new releases of HDA application prior to general client release
- Provides HDA application support as needed by customers
- Provides excellent customer service at all times and communicates with clients and internal team members in a courteous, responsive and helpful manner
- Ensuring that information is shared with the appropriate staff in a timely manner
- Seeking possible opportunities to more effectively utilize HHIT computer capabilities; also communicating with the Director of Professional Service regarding these possible opportunities
- Assisting in the care and maintenance of department facilities, equipment and supplies
- Participating in committees as requested
- Completing other job-related assignments and special projects as directed

Required Qualifications:

- Excellent communication skills both written and spoken
- Strong analytical skills

- Drive to aggressive time requirements
- Ambitious team player
- Attention to detail
- Excellent Word and Excel skills
- Highly motivated
- Systems support
- Excellent customer service skills

Attributes We Want You to Have:
- A roll-up-your-sleeves and get-it-done work ethic that doesn't quit
- Attention to detail, and high level of accuracy
- Strong interpersonal skills for effective communications with internal team members and clients