

Utah Health Information Network

Job Description



<u>Job Title</u>	Application Support Analyst
<u>Reporting Manager</u>	Operations Manager
<u>Team</u>	Operations

Position Summary

What if you could use your talent to build a more connected healthcare system? As a nonprofit, UHIN is a health information technology (HIT) company that is making a difference by bringing technically relevant solutions to the market. We securely harness healthcare data and create innovative software solutions for the entire healthcare system. We are looking for a hardworking, motivated, deadline driven individual to join our team and help advance healthcare. UHIN is looking to employ a passionate and enthusiastic Business Analyst focused on helping support our various software components between applications.

The role provides internal and external support for UHIN's product. The ideal candidate must have a passion for technology, strong technical aptitude, and a desire to learn new things. UHIN needs a person who is willing to investigate application issues where the solution or the cause is not readily apparent and dive in to resolve those issues. Interested? Read more below.

Primary Expectations/Responsibilities

Responsibilities:

- Act to support UHIN's mission; develop and maintain the trust of our community of members.
- Troubleshoot issues with transactions and transaction processing
- Assist customers with X12 translation to API format
- Provide proactive customer follow up to move projects forward
- Direct customer interaction along with technical research and assistance related to API/EDI transaction development and monitoring.
- Ensures all electronic transactions supporting business processes can be completed
- Provides implementation support including execution of systems and software changes to various applications and/or infrastructure components. This includes but is not limited to modification of Application settings, configuration, and permissions.
- Provides on-call support and problem ticket resolution on escalated issues.
- Ability to clearly document processes, procedures, and changes to application systems.
- Ability to interface with vendors (Software, Application, Consultant, and Technical Support).
- Serve as a liaison between UHIN's vendor and UHIN staff to ensure timely resolution of any system issues.
- Be a team player
- Ability to work independently to resolve complex application issues to resolution; follows direction from supervisor but also able to prioritize assigned tasks.
- Actively holds self-accountable to commitments and can regularly communicate this accountability to manager

Qualifications	
Required	<ul style="list-style-type: none"> • Bachelor's Degree or equivalent experience supporting enterprise IT applications • Knowledge of automated workflow processes; API EDI medical transaction formats such as x12, JSON, and XML. • Experience with the following technologies; Microsoft SQL, MySQL, MariaDB, EDIFECs • Strong knowledge of Electronic Healthcare Transactions (X12 / ANSI Transactions) • 5+ years of experience with SQL / Data Analysis • Understanding of EDI terminology
Preferred	<ul style="list-style-type: none"> • Knowledge of Application Programming Interfaces (APIs) and other integration methods to exchange healthcare data • Experience working with Health Plans, Providers, and other key stakeholders in the healthcare eco system • Working knowledge of healthcare (HIPAA Regulations, PHI, etc.)

Comments

This position may be exposed to PHI on a regular basis; however, only accesses the minimum necessary for completing tasks. In doing so, this position must comply with all UHIN Policies and Procedures with specific regard for PHI Privacy and Security sections and maintain confidentiality with regard to the information being processed, stored or accessed by the network.

Tools and Equipment Used

Personal computer including; email, internet, word processing, spreadsheet and data base software; phone; copy machine; fax machine and other office machinery.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment is generally quiet.

Other

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Approvals

Supervisor

Date

HR Director

Date