



**Position Title:** Development Operations Analyst  
**Reports To:** Manager, Production Support  
**Division:** Health BI  
**Department:** Production Support  
**Classification:** Exempt

**Position Summary:**

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust.

The Development Operations Analyst is a key member of the Operations team supporting data management, reporting, problem resolution, and product/release deployment in a multi-vendor, complex system environment. This individual works closely with the Software Development, Quality Assurance, and Client Support teams, and serves as a technical resource and point of escalation.

**Responsibilities:**

- Identify and resolve complex problems for products, software updates, operations, performance and services related to the operations environment
- Proactively manage day-to-day issues raised by the customer base
- Proactively monitor customer environments to ensure operational performance
- Contribute to the strategy and approach for monitoring and alerts; ensure sufficiency and appropriateness for the environment and customer
- Research and resolve problems to maintain system integrity and security
- Develop and implement quality programs for tracking, analysis and reporting
- Prepare reports by collecting, analyzing, and summarizing information
- Complete regular testing activities to verify results
- Determine the actions required to resolve operational and product problems; escalate issues as appropriate to minimize impacts to individual customers and the organization
- Assist in the management of incidents, requests and problems related to Information Technology Infrastructure Library (ITIL)/support; request and follow-up on fulfillment, problem management processes and local procedures
- Deploy and upgrade application stacks into production and non-production environments
- Collaborate with internal departments to ensure standards are met and exceeded
- May be required to work outside of normal business hours

**Required Education, Knowledge & Experience:**

- Bachelor's degree in Computer Science, Information Technology or a related field of study
- Minimum three (3) years of experience in a technical services support or deployment position; experience must include hands-on scripting experience using Unix or Linux
- Experience with Oracle DB, SQL



- Strong knowledge and understanding of shell scripting, and ITIL and IT service management concepts
- Proficiency with Microsoft Office applications and Internet/Intranet resources
- Demonstrated experience providing superior customer service with a high level of effectiveness
- Demonstrated ability to create positive interactions with customers and maintain composure and professionalism, especially when interacting with frustrated or displeased customers

**Highly Preferred Skills, Abilities & Qualifications:**

- Basic understanding of Jenkins open source automation server
- Knowledge and understanding of web servers, application servers and security architectures (e.g., Apache, Tomcat)
- Previous experience with JIRA Service Desk, Solaris and/or Linux
- Demonstrated ability to make quick and accurate decisions
- Strong organizational and prioritization skills; able to manage multiple activities and work independently with minimal supervision
- Excellent problem-solving skills, including the ability to systematically analyze problems, draw relevant conclusions and devise appropriate courses of action
- Excellent verbal, written and interpersonal communication skills
- Able to convey complex or technical information in a manner that others can understand, and able to understand and interpret complex information from others