

**Position Title:** Senior Business Analyst  
**Reports To:** Manager, Business Analyst  
**Division:** Health BI  
**Department:** Business Analysis  
**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 healthcare access, quality, and patient trust. Our technology division delivers a navigation platform providing payers and providers a streamlined and centralized answer to operationalize preventative and transitional care – driving dramatic results for value-based performance and clinical outcomes.

The Senior Business Analyst is serves as the vital link between our information technology capacity and our business objectives, supporting and ensuring the successful completion of analytical, building, testing and deployment tasks of our software product features. This individual works closely with development teams to deploy advance care transition methodology to payers and providers nationally.

**Responsibilities:**

- Demonstrate up-to-date expertise in Information Systems and apply this to the development, execution and improvement of action plans by providing advice and guidance to others in the application of information and best practices
- Coordinate the process of obtaining functional requirements from applicable business stakeholders and subject matter experts, utilizing elicitation techniques
- Serve as the primary liaison and point of contact between IT and assigned functional business areas for routine software development and enhancement projects
- Perform research and analysis for proposed projects to determine feasibility; document and present findings to leadership
- Facilitate the development of software solutions and assume responsibility for the knowledge transfer of software program requirements to the IT Customer Support team
- Maintain knowledge transfer between business areas and stakeholders throughout the life cycle of a change request or development project
- Manage customer relationships and expectations by developing a communication process to keep others up-to-date on project results
- Develop, implement and communicate key performance indicators (KPIs) to internal and external stakeholders
- Create detailed documentation of functional, [non-functional] system, user and reporting requirements that may include, but is not limited to, use cases, logical models, process flow diagrams, reports specifications, and data mapping and flow diagrams
- Proactively identify, resolve and prevent issues from occurring
- Perform profiling and analysis of data from source systems



- Support quality assurance and quality control efforts using data analysis as part of pre- and post-implementation reviews for software development projects
- Provide support to functional and user acceptance testing groups for project implementations
- Attend and facilitate meetings as necessary
- Previous experience in the healthcare industry

**Required Knowledge, Education & Experience:**

- Bachelor's degree in Business Administration, Information Systems, or a related field of study; or, an equivalent combination of education and/or experience
- Minimum five (5) years of experience in a business analyst role; experience must include direct involvement with software development projects and business systems applications
- Demonstrated understanding of the software development life cycle (SDLC) and exposure to various methodologies such as Agile, Waterfall, etc.
- Excellent data analysis skills and proficiency with SQL and Microsoft Excel
- Proficiency with Microsoft Office applications and Intranet/Internet resources

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

- Previous experience in the healthcare technology industry
- Excellent written, verbal and interpersonal communication skills
- Able to communicate complex issues and ideas with precision and clarity
- Strong work ethic; action-oriented, decisive and effective working under tight deadlines
- Must be a creative problem-solver and be able to anticipate complex issues and problems
- Sensitivity and flexibility to work around stakeholders' diverse communication styles, priorities and availability