

## Business Systems Analyst

Full-Time w/ Benefits. Remote work from home available for Candidates Residing in California.

This position is *not* eligible for sponsorship

### The Role(s)

This opportunity is part of our Business Systems Integration department which works with all departments to develop and implement business solutions by bridging the gap between the business and the IT/Technical teams. Functions of the department may include: Analyze/Develop workflows and processes; Process Improvement; RFP Development & Process; Analyst Root Cause Analyses; Implementation and Testing of Applications; and Project Management.

Job duties will include:

- Improving organizational and staff performance by analyzing/developing workflows, processes, and functional gaps and developing optimal solutions.
- Serving as project lead during application selection and implementation, facilitating communication between and decision-making of the business and technical teams.
- Developing test scripts and manage User Acceptance Testing (UAT) for applications.
- Serving as project lead for non-application projects assigned, providing operational and analytical support for cross-departmental activities.
- Working closely with affected business units and associated technical teams, develop and maintain appropriate documentation for application implementation, including workflow diagrams, business requirements, requirements management plans, system implementation work plans, change management documentation, and other documents as necessary.
- Working with the Information Technology teams to identify potential solutions to business problems that require a technical solution.
- Managing vendor relationships, with focused effort during periods of application implementation.
- Developing systems and processes to support operational strategy.
- Compiling data, analyze information, and prepare reports.
- Facilitating and documenting meetings. • Communicating information in an organized and easy-to-understand manner, translating business needs to the technical team and vice versa.
- Serving as liaison between business units and technical teams to ensure that all parties of a project are working in a cohesive manner toward optimal organizational results.
- Ensuring timely completion of all deliverables. • Researching issues related to assigned projects, including regulatory compliance; identify impact on the plan.
- Assisting in the development of policies and procedures.
- Other duties as assigned.

### Qualifications

*The following represents the typical way to achieve the necessary skills, knowledge and ability to qualify for this position.*

#### Education and Experience:

- Three (3) years direct work experience in business management or project management that focuses on business analysis.
- Bachelor's degree in health care, business or related field.
- Master's degree in a related field is a plus.

#### Knowledge:

- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access and PowerPoint.
- Principles, practices and trends of project management and business administration.
- Application of statistical methods to manage analysis.
- Process/workflow design, root cause analysis and documentation methodologies.
- SQL query development.

- Information systems, business processes and the key drivers of success for the healthcare industry.

**Skills:**

- Communicate effectively, both verbally and in writing.
- Work with information technology and demonstrate proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Project, Visio, Access and PowerPoint.
- Perform complex data analysis using Excel.
- Manage multiple projects simultaneously.

**Ability to:**

- Work cooperatively with others.
- Work as part of a team and support team decisions.
- Adapt to changes in requirements/priorities for daily and specialized tasks
- Gather, interpret, analyze, evaluate and present a variety of management analysis data.
- Evaluate information and reach valid conclusions; define problem areas.
- Prepare reports supporting recommendations in a clear and logical format.
- Initiate, plan and complete work assignments with minimum supervision.
- Work effectively as part of a team across organizational structure.
- Produce accurate and precise work, detect discrepancies and resolve discrepancies all while meeting deadlines.

### Compensation and Benefits

**Starting Compensation Range:** Depending on Experience

**Benefits Information:** Excellent benefits package offered, including HPSM paid premiums for employee's Medical, Dental and Vision coverage. Employee pays a small portion of the dependent premiums (10%) for medical and dental benefits. Additional HPSM benefits include fully paid life, AD&D, and LTD insurance; retirement plan (HPSM contributes equivalent of 10% of annual compensation); 457(b) plan; holiday and vacation pay; tuition reimbursement plan; and more.

### How to Apply

**Application Process:** To apply, submit a resume and cover letter to [careers@hpsm.org](mailto:careers@hpsm.org).

*The Health Plan of San Mateo is proud to be an Equal Opportunity Employer and is an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.*