

Job Title:	Application Analyst II	Reports To:	Director of Applications
Location:	Chicago	Travel Required:	
Level/Salary Range:	DOE	Position Type:	Exempt
HR Contact:	Claudria Hurt	Date Posted:	9/16/2020
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<b>Applications Accepted By:</b> Email: <a href="mailto:careers@alliancechicago.org">careers@alliancechicago.org</a> or Fax: 312.274.0069 Subject Line: Application Analyst II			

Job Description:

**Position Overview:**  
 The Application Analyst II position will serve as a member of the IT team delivering level II support to a network of Federally Qualified Health Centers and safety net clinics using attheanhealth athenaPractice Electronic Health Record Systems hosted by AllianceChicago within a Citrix environment. This position serves as a key member of the support and maintenance team for managing escalation of support inquiries, automated system monitoring and vendor notification. As a member of the Information Technology Team, this position supports the implementation of routine software updates and upgrades of various applications used by the clients within our environment.

**Essential Duties:**  
 (To be carried out under the direction of the Sr. Applications Analyst)

- Work with clients to analyze and troubleshoot issues related to the hosted applications. Recreate, analyze, and troubleshoot scenarios to understand user workflow and provider recommendations based on best practices. Issues could be related to hosted application, Citrix Connection, local user workstations and network.
- Understand the application SQL data models to be able to assist with troubleshooting issues, but also in analyzing data and reports to as requested by the clients.
- Coordinate with the clinical, informatics, and data analytics teams on client needs and data being gathered
- Support the implementation of workflow and business rules based on user and system requirements
- Develop and run ad hoc SQL reports against relational database as part of troubleshooting and investigations
- Assist in application upgrade processes within testing environments as well as production.
- Perform application software and hardware upgrades, that generally are required after clinical hours, scheduled in the evening and over weekends as necessary.
- Follow the Alliance change management processes and procedures design, build and construct HIT interfaces customizing as needed
- Design and implement strategies to support systems integration
- Document user requirements and business rules
- Support clinical, data, and informatics team to achieve HIT integration with third party applications, user workflows, and quality/research reporting efforts
- Respond to application issue escalations
- Provide application troubleshooting
- Facilitate application issue escalation to all third-party vendors
- Ensure that applications are maintained in a manner that supports delivery of services to multiple platforms, resilience, and performance
- Ensure continuity of the business processes supported by one or many applications / services

**Other Requirements:**

- Development platform experience with more than one of the following SQL, Oracle, Access, HL7 or similar
- Show experience in application development, implementation, and support
- Application Support Helpdesk experience
- Detail oriented; Highly organized
- Demonstrate an ability to prioritize and set expectations
- Demonstrate an ability to quickly grasp new technology
- Set and meet project timelines, deliverables and milestones
- Must possess good analytical and problem-solving skills
- Must possess effective communication skills, especially verbal communication phone skills, with the ability to interact with various levels of personnel
- Demonstrate an ability to work with minimal supervision and maximum accountability

Show Database Management Systems experience with Microsoft SQL

**Education/Training/Experience:**

- Bachelor's Degree or equivalent experience in Computer Science, Management Information Systems, or Health Information Technology
- Experience and knowledge on navigating and basic reporting withing SQL and Crystal Reports against a complex relational database
- Hands-on EMR support of front-line clinical providers and technology
- Preferred experience working with Community Health Centers or other ambulatory healthcare setting
- Experience with workflow and data analysis and troubleshooting.
- Experience with test planning and test execution to validate new functionality as well as regression testing of existing functionality
- 3-5 years experience supporting software application development, support, testing and troubleshooting

**Other Desirable Skills/Abilities:**

- Background in managing/monitoring Customer Support/User Satisfaction
- Strong written and verbal communication skills
- Comfort with web-based/video-based communications
- 3-5 years of DBMS experience in supporting HIT in a healthcare or clinical setting

**Working Conditions:**

- Chicago office based
- General office setting, extensive computer and telephone desk work
- Position requires occasional work evenings and weekends to facilitate projects outside clinical hours
- Position requires rotating on-call shifts to assist with major issues during off hours
- May be required to lift, carry, bend, reach and stand with weights of up to 35 lbs
- Will be working in a close multidisciplinary team environment
- May interface with clients in various settings and may be working during on-site visits in clinical environments where medical equipment, chemicals and where communicable diseases and certain pathogens may be present.

**ORGANIZATIONAL OVERVIEW:**

Founded by four partner Community Health Centers in 1997, AllianceChicago's three core areas of focus are Health Care Collaboration, Health Information Technology, and Health Research & Education. AllianceChicago supports the use of HIT to improve quality, efficiency, and access to services in a national network of community Safety Net health care organizations. The mission of AllianceChicago is to improve personal, community, and public health through innovative collaboration.

**ADA Statement:** The Americans with Disabilities Act prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services.

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**EEO Statement:** AllianceChicago believes that all applicants and employees are entitled to equal employment opportunities and maintains a policy of non-discrimination with respect to religion, color, sex, sexual orientation, national origin, age, veteran status, marital status, physical or mental disability, or any other legally protected class in accordance with applicable law, except where a bona fide occupational qualification exists. AllianceChicago will comply with all phases of employment including, but not limited to, hiring practices, transfers, promotions, benefits, discipline, and discharge.

**Disclaimer:** The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as qualified.