

Job Title:	Application Analyst	Reports To:	Director of Informatics
Location:	Chicago	Travel Required:	
Level/Salary Range:	DOE	Position Type:	Full Time
HR Contact:	Claudria Hurt	Date Posted:	10/8/2021
External Posting URL:			
Applications Accepted By: Email: careers@alliancechicago.org or Fax: 312.274.0069 Subject Line: Application Analyst			

Job Description:
<p>Position Summary:</p> <p>The Application Analyst assists in the day-to-day activities and executes application-related tasks for project deliverables. These projects serve a network of Safety Net Community Health Centers committed to the thoughtful use of leading-edge health information technology (HIT). The Application Analyst will engage with a diverse audience of internal and external stakeholders and represent AllianceChicago (AC) in partnerships, meetings, and events.</p> <p>The Application Analyst will serve as a resource for multiple applications in the health IT ecosystem, not limited to but including:</p> <ul style="list-style-type: none"> • Electronic Health Record applications of multiple brands (athenaPractice, athenaOne, Epic, etc.), representing clinical workflows for Medical, Dental, Behavioral Health, Care Coordination, and integrated care settings • Clinical Decision Support applications native to the EHR vendor and EHR-agnostic • Digital Health applications • Patient Engagement applications • Population Health applications <p>Essential Duties:</p> <p><i>Discovery</i></p> <ul style="list-style-type: none"> • Learn working knowledge and product terminology of applications, either through direct training, exposure, and/or usage of the application. • Understand fundamental business rationale for applications. • Analyze opportunities for improvement against the jobs-to-be-done for applications. • Obtain workflow, technical, data, and operations information to determine the prioritized needs and requirements for project initiatives. <p><i>Design</i></p> <ul style="list-style-type: none"> • Determine specifications and configuration available for applications. • Provide recommendations for configurations and development based on jobs-to-be-done of the application and incorporating best practices of healthcare human-centered design. <p><i>Development</i></p> <ul style="list-style-type: none"> • Perform application configuration changes as indicated. • Support optimizations and upgrades of the application.

Testing

- Execute pre-designed application test data, load testing, and ensures validity of data passed among applications.
- Learn and perform basic quality assurance processes, tools, and scripts for testing purposes.

Deployment

- Provide wraparound support for application deployment, including but not limited to: training document creation, webinar facilitation, tip sheets, processes for deployment, etc.
- Execute deployment of application software as indicated per change control and implementation processes.

Education/Training/Expertise:

- Bachelor's Degree in a social, computer/technology, behavioral, and/or health science required.

Experience:

- 2 years of experience in a healthcare environment, with a healthcare IT vendor, or working on healthcare research required.
- 1 years of academic, research, or work experience with an Electronic Health Record and/or HIT software application preferred.
- Work experience in community health, with Community Health Centers, and/or in public health preferred.
- Agile/Scrum experience preferred.
- Application experience preferred with the following: Jira, Salesforce, Microsoft Office Professional, prototyping software, virtual communication and meeting software, and virtual content collaboration software.

Knowledge, Skills, & Abilities:

- Demonstrate and regard the AC Core Values: Learning & Innovation, Collaboration & Teamwork, Quality & Value, Communication & Transparency, Dependability & Integrity, Joy & Purpose.
- Because this job requires application deployment in patient care environments, where software changes must be performed during non-clinic hours, non-business-hours and weekend work is expected.
- Ability to work with hybrid remote/in-person teams.
- Strong problem-solving, investigation, troubleshooting, and decision-making process skills.
- Meticulous attention to detail.

Working Conditions:

- General office setting, extensive telephone and desk work at computer terminal
- Frequent presentation, meeting facilitation, and group speaking situations
- May require travel up to 25% to meet the needs of AllianceChicago and for on-site optimization activities at the health centers
- May be required to lift, carry, bend, reach and stand with small parcels up to 25 lbs
- Will work as part of a close multidisciplinary team
- May be working during on-site visits in clinical environments and settings where medical equipment, chemicals, 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.

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.