



**HEALTH ONE ALLIANCE, LLC, ITS SUBSIDIARIES AND AFFILIATES,  
INCLUDING ALLIANT HEALTH PLANS**

**JOB DESCRIPTION**

<b>JOB TITLE:</b>	IT Business Analyst	<b>LOCATION:</b>	Irving, Texas
<b>DEPARTMENT:</b>	IT	<b>REPORTS TO:</b>	Senior Product Manager

**Job purpose**

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The IT Business Analyst will be a vital link between our information technology capacity and our business objectives by supporting and ensuring the successful completion of analytical, building, testing and deployment tasks of our software product's features. The IT Business Analyst reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. The incumbent also documents system requirements, defines scope and objectives, and assists in the creation of system specifications that drive system development and implementation. This position is a liaison between IT and users and have both business and technical expertise.

**Duties and responsibilities**

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- Understands business requirements and produces requirement specification documents
- Creates application design documents
- Understands and follows the company's software development life cycle process
- Reports on common sources of technical issues or questions and makes recommendations to product team
- Works closely with project team to maintain a continuous knowledge of project status in order to identify potential issues and/or opportunities
- Ensures client issues are dealt with in an efficient manner, informing all parties of any outstanding issues or problems
- Communicates client's goals and represents client's interests to the team
- Continuously finding ways to improve monitoring, discover issues and deliver better value to the customer
- Performs quality assurance
- Defines reporting and alerting requirements
- Owns and develops relationships with partners, working with them to optimize and enhance our solutions
- Works closely with management to prioritize business and information needs
- Locates and defines new process improvement opportunities
- Maintains documentation in CRM tool
- Other duties as may be assigned

**Qualifications**

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- Bachelor's degree from an accredited college in related field or commensurate work experience
- Previous experience in Business/Systems Analysis or Quality Assurance
- Proven experience in eliciting requirements and testing
- Ability to work under pressure and meet project deliver dates



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- Experience in analyzing data to draw business-related conclusions and in data visualization techniques and tools
- Basic knowledge in writing SQL queries
- Solid experience in generating process and screen design documentation
- Strong written and verbal communication skills including technical writing skills
- Strong knowledge of and experience with Microsoft Word and Excel

**Competencies**

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- **Ethics** - Honest, accountable, maintains confidentiality
- **Reliability** - The extent to which the employee can be depended upon to be available for work, do it properly, and complete it on time. The degree to which the employee is reliable, trustworthy, and persistent.
- **Sense of Urgency** - Meets deadlines, establishes appropriate priority, gets the job done in a timely manner
- **Computer skills** - Skilled with computers, takes advantage of new technology, learns new tools quickly, uses technology to enhance job performance
- **Decision making** - Able to reach decisions, takes thoughtful approach when considering options, seeks input from others, makes difficult decisions
- **Dependability** - Completes job assignment and projects with minimal supervision. Meets schedules and deadlines.
- **Initiative** - Takes action, seeks new opportunities, strives to see projects to completion
- **Job knowledge** - Knowledge of products, policies and procedures; OR knowledge of techniques, skills, equipment, procedures, and materials.
- **Planning & Organizing** - Displays ability to effectively plan, organize and implement applicable tasks or projects in relation to established goals and objectives.
- **Quality** - Strives to eliminate errors, accurate work is a priority, seeks opportunities to improve product/services

**Physical, Mental, Environmental & Working Conditions**

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Moderate amount of walking, sitting, and writing. Moderate to significant amount of stress in meeting deadlines and dealing with day-to-day events in the execution of job duties. Need for flexibility and adaptability to change. Candidate must be self disciplined and a self starter and able to work independently with a flexible work schedule. Must be able to drive a vehicle.

**Direct reports**

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N/A



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<b>Version:</b>	<b>Owned By:</b>	<b>Executive Review/Approval:</b>	<b>Date:</b>	<b>Choose One:</b>
1.0	Human Resources	Dave Zhang, Director of IT Joe Maumus, Senior Project Manager	9/18/2017	Initial - Review Only - Revised Initial