



## **Technical Application Analyst**

Faulkner Consulting Group is looking to hire an experienced professional to join our team at HealthSource RI, Rhode Island's health insurance exchange. The **Technical Application Analyst** is a critical role on the HSRI team executing SQL scripts and triaging any code or data related problems that arise. The **Technical Application Analyst** must represent a positive image of HealthSource RI (HSRI), promoting teamwork and collaboration through a "can do" attitude and effective communication.

### **Key responsibilities:**

The primary responsibility of the **Technical Application Analyst** is to support technical operations and the problem management team through testing and validation of complex application issues that impact HSRI customers. The **Technical Application Analyst** will also be responsible for providing recommendations that improve data quality and resolve database related issues.

There are two main components of this role:

- **Technical:**
  - Assist with the creation of unit application test plans
  - Triage code problems and data-related issues
  - Provide quality assurance of data with the goal of improving data quality system-wide
  - Validate successful implementation of system and data related issues
  - Execute and review SQL scripts
  - Execute scripted user acceptance test plans
  - Assess user acceptance tests and the implementation of new or upgraded software
  - Perform and document testing and validation of data fixes
  - Create and run reports
  - Open and track HSRI issues in the Jira ticketing system
  - Provide technical production support as needed
  - Learn and understand the RI Bridges application
- **Analysis:**
  - Perform analysis of system and business data
  - Analyze and review business, technical, and functional requirements
  - Investigate and resolve time-sensitive system issues that require collaborative evaluation and resolution across business segments.
  - Document new processes that are implemented as a result of issue resolution
  - Attend problem management and testing meetings as needed
  - Work on special projects that impact larger populations of HSRI clients.
  - Work collaboratively with HSRI team members and vendors to continuously improve business processes to better serve the customer and reduce the number of system issues.

### **Qualifications/Requirements:**

- Bachelor's degree
- 2+years of data analyst experience
- 2+ years of software application testing
- 1+ years of SQL experience
- 2+ years of healthcare or health insurance industry experience strongly preferred
- 6+ months technical application support
- Demonstrated research and analytical skills
- Proficiency in Microsoft Office suite
- Strong written and verbal communication skills
- Commitment to customer service and satisfaction
- Familiarity with Affordable Care Act(ACA) or federal/state health insurance policy – a plus

### **Competencies**

- Thrives in a fast paced, deadline driven, ever changing environment
- Strong analytical/research/problem solving skills
- Strong knowledge of and experience coding in SQL
- Demonstrated experience in a data testing role
- Ability to multi-task and manage a prioritized task list without compromising quality
- Self-motivated, able to work independently
- Proven ability to meet deadlines
- Positive “can do” attitude
- Organizational skills, with a strong attention to detail
- Team player with the ability to build collaborative relationships across the organization
- Willingness to provide on call support (nights and weekends) as part of a rotating support team.

### **Work Environment:**

Faulkner Consulting Group is a virtual company, all work is done at client offices. This position is with Healthsource RI at their contact center location in East Providence. Some travel may be required between offices. All work is done in a professional office environment.

**Interested candidates should submit cover letter and resume to [hire@faulknerconsultinggroup.com](mailto:hire@faulknerconsultinggroup.com). Applications without a cover letter will not be considered.**

### **Faulkner Consulting Group [www.faulknerconsultinggroup.com](http://www.faulknerconsultinggroup.com)**

Faulkner Consulting Group (FCG) is an experienced health policy consulting firm focused on the intersection of public and private programs. FCG has expertise in national and local trends in health policy, including federal and state health program design and state regulatory policy.

FCG works with payers and providers to tackle health care policy projects with a fundamental commitment to client partnership. We work side by side with our clients to ensure that our policy analyses and guidance fit within the clients' business models and capacity. We bring an analytical perspective to health policy issues with an emphasis on data-driven decision making.

### **FCG and HealthSource RI**

HealthSource RI offers a place for Rhode Islanders to easily compare health insurance options, learn if they

qualify for government subsidies or Medicaid, and enroll in insurance. It provides tools, resources, and information to individuals, families and small businesses to weigh a range of insurance options and choose a plan that fits their needs. HealthSource RI coordinates enrollment, billing and eligibility for tax credits, all in one convenient place, with experts available to help with any questions, concerns or issues.

Since the spring of 2011, Faulkner Consulting Group has been working with the state of Rhode Island to create and implement HealthSource RI. Our consultants oversee many aspects of HSRI design and development, including vendor relationships, financial analysis, coordination with other states, stakeholder communication, and interfacing with federal authorities.

EEO Statement:

*It is our policy to provide equal employment opportunity to all persons, without regard to race, color, creed, religion, national origin or ancestry, sexual orientation, gender identity or expression, marital status, age, disability, genetic information, veteran status, or any other legally protected status under local, state, or federal law.*

*FCG is an at-will, equal opportunity employer. FCG hires and promotes individuals solely on the basis of their qualifications for the job to be filled.*

*Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*