FCG | Faulkner Consulting Group

Application Analyst

Faulkner Consulting Group is looking to hire an entry level professional to join our team at HealthSource RI, Rhode Island's health insurance exchange. The **Application Analyst** is a critical role on the HSRI team supporting problem management with testing and validation of application issues. The **Application Analyst** will 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. The **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 **Application Analyst** is to support business operation by validating and testing complex application issues that impact HSRI customers.

There are two main components of this role:

- **Analysis:**
  - Investigate and resolve time-sensitive system issues that require collaborative evaluation and resolution across business segments.
  - Analyze and review business, technical and functional requirements.
  - Assist with the creation of unit application test plans.
  - Validate successful implementation of system issues.
  - 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.
  - Attend problem management and testing meetings as needed.
- **Escalation**
  - Research complex cases and specific issues.
  - Open and track system related issues in the Jira ticketing system
  - Document new processes that are implemented as a result of issue resolution.
  - Liaison between technical team, HSRI escalation team and vendor team.
  - Provide feedback to technical team and contact center staff on reported system issues.

Qualifications/Requirements:

- Bachelor's degree
- 1+ years of professional experience
- 6+ months of software application testing and/or support
- Demonstrated research and analysis skills
- Proficiency in Microsoft products
- 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
- Possesses a basic technical understanding of software applications.
- 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
- 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 hiring@faulknerconsultinggroup.com. Applications without a cover letter will not be considered.

Faulkner Consulting Group 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.