

## **Position Description**

**POSITION TITLE:           Clinical Analyst II   - Soarian Financial**

### **I. POSITION SUMMARY:**

Plan and control clinical system analysis and development for assigned area; serve as Project Leader on major projects; confer with and advise use departments; evaluate user requests and needs, estimate cost and time of implementation and recommend program methodology to be followed, assuring application compliance with established documentation standards; provide technical guidance and recommendations concerning existing computer programs and systems.

### **System Specific Duties and Responsibilities:**

- Provides subject matter expertise as it relates to technical and/or operational solution requirements
- Responsible for understanding operational/business requirements and translating them into system requirements
- Plan and control the clinical system analysis and development for assigned area; review and advise use departments; evaluate user requests and needs, estimate cost and time of implementation.
- Serve as Project Leader on major projects; evaluate project requirements and time lines; provide guidance and direction to assigned personnel and coordinate project phases.
- Defines testing parameters for clinical system changes, upgrades and improvements
- Analyze problems outlined by users and potential users of clinical systems; study existing systems and procedures and the introduction of potential modifications or enhancements to improve process and workflow.
- Develop flow charts of existing system and work process related to assigned clinical systems; assist with the development of system objectives and comprehensive plans to organize work methodology
- Assist department staff by advising on applications development and the best approach to system design relative to software capabilities and hardware features; review or determine application proposals and requirements as required.
- Provide technical support, assistance and information to users; coordinate communication

and activities with users to review and analyze user problems and needs; provide work direction to clinical analyst I.

- Compile information and data and prepare various reports related to computer systems and functions; document system software and hardware as necessary.
- Maintain a variety of records, accounts, logs and files related to the assigned clinical system.
- Streamline systems and remove redundancies to provide for efficiencies in workflow, patient care, and overall communication.
- Perform other duties as assigned.

## **II. Organizational Relationship:**

### **Reports to:**

- Clinical Analyst Supervisor

### **Supervises:**

- Clinical Analyst I

## **III. EDUCATION AND EXPERIENCE REQUIRED FOR POSITION:**

### **Education:**

- Bachelor's degree and Master's degree required

### **Experience**

- 5+ Years of Position-Related Experience

The **kind** of position-related experience includes:

- Answers support calls in a respectful manner and logs tickets timely to help track and audit customer issues
- Provides immediate troubleshooting assistance when necessary to ensure continued efficient operation of the systems
  - Demonstrates patience when working with customers for support
  - Works independently under general direction of supervisor
  - Attends meetings as requested to help learn and support customer needs
  - Communicate in a clear and concise manner to aid in customer understanding of system functionality
  - Create or log an enhancement for creation of specialized queries at the request of nurse managers
  - Use positive language to create positive perceptions about company, software and service
  - Maintain a positive persona even when dealing with frustrated customers in no win situations
  - Maintain good time management for processes and projects and be transparent

- Document issue resolution well and communicate to peers for improved support
  - Don't accept the "status quo" as a customer solution, but strive for service excellence in process and practice
  - Performs other functions as requested
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- Strong communication skills; ability to produce clear and complete system documentation
  - Good interpersonal skills and ability to foster teamwork with the customer and across mixed teams of technical and operational participants.
  - Strong understanding of functional area they represent.
  - Experience with implementing software solutions
  - Understanding of current technical specification of foundation system
  - Experience with workflow design desirable

#### ABILITY TO:

- Coordinate, oversee, analyze and maintain assigned Clinical computer systems.
- Direct and coordinate major analysis, upgrade and change projects.
- Provide technical guidance and recommendations concerning existing computer programs and systems.
- Plan and organize work.
- Meet schedules and time lines.
- Work independently with little direction.
- Establish and maintain cooperative and effective working relationships with others

#### **IV: PHYSICAL DEMANDS AND WORKING CONDITIONS:**

Ability to push/pull light objects less than 20 pounds; perform simple manipulative skills such as writing, collating, and grasping objects; perform tasks that require eye-hand coordination such as operating computers and keyboarding skills; perform gross motor coordination such as reaching, turning, and moving about; be mobile and move from one place to another; hearing normal sounds with some background noise; hearing normal sounds with some background noise, perform moderately difficult manipulative skills; see objects closely.