

**I. TITLE: BUSINESS ANALYST**  
**CODE: MGMT 241**

#### **II. SUMMARY**

Under the supervision of the Director of Business Operations, this position analyzes the data, business processes, and use of department applications, crafts data sets and business processes that promote efficient and accurate collection and application of individual information for the purposes of individual services, managing staff, and effective reporting to all management tiers. Makes recommendations and administers the implementation or adoption of improved data and business processes as needed. Provides direct support to the Director of Business Operations, including assistance with financial planning.

#### **III. DUTIES:**

- 95%** Manages, facilitates or acts as a liaison in a wide range of projects across the organization by combining knowledge of organizational and departmental operations, Ohio Department of Developmental Disabilities (DODD) and Center for Medicaid Services (CMS) requirements and system/software expertise.
- Achieves operational objectives by contributing information and recommendations to strategic plans and reviews; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change; creating management solutions.
- Advises senior management on the development of policies and procedures and related reports to ensure work effort is aligned with Board vision and direction.
- Examines, documents, and facilitates the current business model(s) and data flow(s) within and between departments to determine if and where duplicate work effort exists in the collection, prescriptive use, and reporting of management, client, and financial data; Monitors, evaluates and makes recommendations for improvement to ensure consistency and accuracy, including corresponding data between Gatekeeper and Individual Data System (IDS).
- Translates data and business process requirements into highly specified reports for the purposes of creating application purchase requirements and/or project plans, including cost specifications, design outline, data set, logical operations the system performs, and the way the end user views data.
- Analyzes the feasibility of, and develops requirements for, new system and enhancements to exiting systems; designs and develops new custom databases; collaborates with vendors and staff to ensure a project is compatible with existing and/or proposed new systems and data structures; Ensures the system design fits the needs of the users.
- Engages staff to ensure end-user satisfaction with assigned projects.
- Researches and understands data regulatory requirements to design and promote compliant management and reporting processes including Health Insurance Portability & Accountability Act (HIPAA), Medicaid, and records retention requirements.
- Develops, leads testing and writes/assembles required technical documentation of new and existing systems prior to release into production and as updates are necessary. This includes periodic updates and progress reports.
- Supports all departments in the training and effective use of DODD applications, including Level of Care/Individual Data System, Data Warehouse, Medicaid Billing System, Employment First, Preliminary Implementation Component Tool, and Waiver Management System.
- Develops custom reporting and forms for all departments utilizing a variety of methods, software, and information sources including Gatekeeper, SharePoint, SQL Server Reporting Services and DODD Data Warehouse.
- Develops and provides training, support, and process documentation relating to the Board's Medicaid billing.
- Assess organizational needs such as staffing, training, and security as part of the business analysis process.
- Prepares statistical analysis for annual cost reporting, researches and assists during audits.
- Keeps Director apprised of problematic situations and makes recommendations for solutions.
- Monitors activities to ensure compliance with all applicable rules, regulations, laws, policies/procedures, and collective bargaining agreements.
- 5%** Attends a variety of meetings, conferences and activities.
- Performs other related duties as assigned.
- May supervise or be required to orient individuals assigned to the department.

**IV. EQUIPMENT OPERATED:**

Personal computer, applications software and basic office equipment.

**V. WORKING CONDITIONS:**

Position may involve exposure to individuals with medical and behavioral risks.

**IV. KNOWLEDGE, ABILITIES, AND SKILLS:**

Professionally interacts with staff, and vendors.

Ability to successfully lead people through complex projects.

Tactfully drives and challenges departments to be critical of their assumptions of how they will successfully execute their business processes.

Possesses proactive approach to problem solving, excellent written and verbal skills, and ability to communicate technical concepts in easy to understand terms.

Recognizes and effectively engages subject matter experts and super users within departments.

Proven ability to elicit requirements using interviews, document analysis, surveys, site visits, case studies, and observation of existing systems, and translate into potential data system(s) solutions.

Critically evaluates information gathered from multiple sources, reconcile conflicts, decompose high-level information into detail and abstract up from low-level information to form a general understanding across management and end users involved in the project.

Capable of distinguishing end user desire from the underlying business need in order to resolve to the business need.

Successfully engages in more than one initiative simultaneously.

Adherence to the principles of good management practices as outlined in the "Expectations for Effective Leadership and Management Practices".

**VII. MINIMUM QUALIFICATIONS, EDUCATION, AND EXPERIENCES**

**A. Education:**

Bachelor's Degree in Computer Science, Business Administration, or a related field required.

Master's Degree preferred.

**B. Experience:**

Three (3) years of project management experience.

Experience with relational database applications, Primary Solutions/Gatekeeper and Empower data and related habilitation work documentation support is preferred.

**C. Credentials:**

**1. Certification:** N/A

**2. Registration:** N/A

**3. Licensure:** Valid Driver's License.

**D. Ancillary Training:**

Mandatory training as required by the Board and DODD.

**E. Other:**

Requires own transportation.

May require some evening, weekend, and varied work schedules at various locations.

May require occasional lifting or exertion of force of up to twenty-five (25) pounds to move objects.

**Must be qualified to perform all duties assigned to this position.**

*I have reviewed this position description and understand my job responsibilities.*

*Print Name:* \_\_\_\_\_

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*Employee Signature*

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*Date*

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*Supervisor Signature*

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*Date*