



Business Analyst

The Business Analyst will be responsible to perform and document highly complex analyses of business goals, objectives and needs. They will work with Development teams to ensure deliverables meet business needs.

Company Overview

ABILITY works to save lives by facilitating information exchange and knowledge-sharing among every participant within the healthcare spectrum – hospitals, physician practices, home care providers, DMEs, and private and government payers – as well as the Centers for Medicare and Medicaid Services (CMS). In use for more than a decade in more than 3,000 hospitals across the country, ABILITY’s network supports healthcare decision makers in their quest to promote care coordination and collaboration, reduce record fragmentation, participate in new and emerging care models, and access the Direct Project network and state and community-based Health Information Exchanges (HIEs).

The people who work at ABILITY are proud of who they are and what they do. They feel a strong connection to the people they work with and share a sense that the work they do “makes a real difference.” They express a great sense of reward from knowing that the work they do and the products and services that ABILITY offers make a profound impact on their customers’ lives and even more so on the quality of care that patients receive.

Essential Position Duties and Responsibilities:

- Elicit requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to general understanding, and distinguish user requests from the underlying true needs.
- Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements and deliver the following artifacts as needed.
- Work independently with users to define concepts and under direction of Product Manager.
- Strong analytical and project management skills required, including a thorough understanding of how to interpret customer business



needs and translate them into application and operational requirements.

- Serves as the conduit between the customer community (internal and external customers) and the software development team through which requirements flow.
- Develop requirements specifications according to standard templates, using natural language.
- Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
- Be the liaison between the business units, technology teams and support teams.
- Plans and designs business processes and makes recommendations in order to improve and support business activities.
- Utilizes systems and data to resolve business issues in the most effective and productive manner.
- Reviews industry changes or mandates, produces documentation on the impact to existing systems, and provides detailed documentation for programmers.
- Review and prioritize product defects.
- Conducts User Acceptance Testing sessions to ensure that the deliverables meet business needs.

Qualifications:

- BA/BS or equivalent related work experience.
- 3+ years of related experience and 3 years of business analysis experience.
- Proficient in the use of MS Excel, Project, Word and Access.
- Time management skills and the ability to work independently and get results.
- Ability to adapt to and handle change as well as have the ability to multi-task and prioritize multiple responsibilities.
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group of executives, managers, developers, and subject matter experts.

**To Apply**

ABILITY offers a competitive compensation and casual work environment.

To apply, please go to: <https://home.eease.adp.com/recruit/?id=1076951>