Job Description
Senior Business and Quality Assurance Analyst

HLN CONSULTING, LLC

With roots in academia, HLN Consulting is a leading health information technology consulting company. Our mission is to enhance and support the capabilities of public health organizations and healthcare providers by providing high quality consulting services, strategic planning, software development (including open source solutions), and software hosted as a service. For more than two decades, our work products have led to improvements in the health and well being of patients and populations. We are a fully virtual company seeking out and employing highly talented staff from around the country, all of whom work remotely.

JOB DESCRIPTION

This position supports a variety of projects related to immunization, electronic case reporting and other public health domain areas, including our clinical decision support (CDS) tools and services. The analyst will work with one or more small teams and across multiple projects to accomplish a variety of tasks.

Responsibilities include:

- Deliverables and SDLC: Support activities and responsible for producing deliverables at each phase of the software development lifecycle for projects that use waterfall or agile methodology.
- Requirements, Use Cases and Business Processes: Facilitate requirements gathering with clients and stakeholders and develop use cases to understand as-is and to-be processes. Analyze requirements and assist in re-engineering of business processes.
- Documentation: Develop documentation including use cases, diagrams, flowcharts, and mock-ups to depict business processes, data flow, data models, and screen designs for public health and CDS software tools.
- Specifications: Translate requirements to functional and technical specifications for developers. Translate clinical and public health rules to CDS system functionality and specifications. Work with stakeholders to validate specifications, software design, and clinical rules. Work with developers to clarify and communicate specifications.
- CDS Rules: Support the development, specifications, and maintenance of CDS rules in multiple jurisdictions and in multiple domain areas.

- Testing: Develop test plans and test cases. Conduct extensive testing and execute test cases to validate software functionality and clinical decision responses. Create test suites for different public health domains including reportable conditions and immunizations. Maintain detailed documentation of test cases and results. Work directly with clients to support user acceptance testing (UAT) and to validate implementation and/or integration of HLN solutions in their environments. Write detailed bug reports and work with developers through fixes and retesting.
- Training: Conduct training for clients, end-users, trainers, and staff. Prepare training documentation and presentations to support training activities.
- General BA activities: Create agendas and document meeting minutes. Organize and maintain accessible project documentation with an understanding of document versioning. Conduct research related to project objectives, including strategies, solutions, and public health issues. Support other project activities as required.

Required Experience:

- 2+ years of experience working as a business analyst and/or quality assurance analyst in the public health and/or health care domain
- Extensive experience working on and producing deliverables for every phase of the software development life cycle.
- Experience with all of the responsibilities described above, with an emphasis on requirements gathering, documentation, and thorough QA testing. Previous business analyst and QA analyst experience is a must.
- Experience and understanding of databases and data models. Knowledge of information systems, system interfaces and data exchange.

Prior experience with the following a plus:

- Working knowledge of HL7 v2, C-CDA and FHIR. Familiarity with HL7 implementation guides. Experience examining, evaluating, and debugging HL7 messages for immunization, case reporting, laboratory results, and other clinical domains.
- Working knowledge of standard terminology including SNOMED-CT, ICD-9-CM, ICD-10, and LOINC.
- Working knowledge of context and rules surrounding clinical decision support for immunizations systems, electronic health record systems, and public health case reporting.
- Knowledge of detailed CDSi rules for childhood, adult, and travel vaccines.

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- Knowledge of public health disease reporting and case reporting business processes, including data requirements and interoperability
- Working knowledge of immunization information system functionality.

The ideal person would possess the following core skills and training:

- Able to work remotely from a home office
- Bachelor's degree or higher
- Excellent writing and verbal communication skills
- Detail oriented and commitment to a high-level of accuracy
- Strong analytical thinking. Able to problem-solve and proactively investigate and resolve issues.
- Proactive in completing assignments and in removing impediments towards producing deliverables.
- Experience facilitating work groups, in person and virtually
- Able to work independently and to collaborate well in small teams, across multiple projects