

Health IT Job Descriptions

HIMSS Career Services

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Introduction

The HIMSS Professional Development staff along with members of the FY17 Professional Development Committee have created a compilation of job descriptions for early careerists that can be utilized for the various health IT career opportunities. HIMSS defines an early careerist as someone with less than five (5) years' experience in the Health IT field. It is our mission to provide early careerists the support and resources to develop professionally and become the next generation of leaders in Health IT.

In this document, you will find a sampling of entry-level positions in the health information technology field. This guide was created to begin to help those new or transitioning to the industry understand the different areas of the field. It can also be used to help employers create job descriptions. HIMSS will continue to build upon this document by adding new job descriptions on a regular basis.

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Contents

ANALYTICS / REPORT WRITER.....	4
APPLICATION ANALYST	6
BUSINESS ANALYST	8
DATA ANALYST – HEALTH PLAN	10
DATABASE ADMINISTRATOR.....	12
DESKTOP/FIELD SERVICES TECHNICIAN	14
INTEGRATION ANALYST	15
IT AUDITOR AND RISK ANALYST	17
PROGRAM/PROJECT MANAGER.....	19
QUALITY ANALYST.....	21
REVENUE CYCLE ANALYST	22
SECURITY ANALYST	24
SERVICE DESK ANALYST	26
SOFTWARE DEVELOPER.....	27

ANALYTICS / REPORT WRITER

The Analytics / Report Writer extracts and collects data according to client or management needs to build customized reports. Building and preparing data reports and managing software applications are primary duties. Proper testing of applications is another fundamental aspect of the job. Analytics/Report writers analyze statistics and other metrics in addition to providing end-user training on report writing software.

Analytics / Report writers often present their data to internal and external customers. Sometimes they are responsible for making official presentations to explain their findings and results. For this reason, the ability to communicate effectively is important to this role.

Primary Responsibilities

- Maintain a working knowledge of the data schema for company files.
- Write queries and creates reports to provide data to business units.
- Gather and document functional and technical requirements and translates requirements into reporting solutions.
- Assist in the planning, development, testing and delivery of reports and data for routine requests as well as ad hoc requests.
- Present information effectively and respond to questions from groups of managers, clients, customers and the general public.
- Create standard operating procedures to ensure consistency of recurring reports.
- Perform statistical data analysis and interpret data results to distinguish patterns and recognize trends.
- Follow department standards for reporting and documentation.

Qualifications

- Bachelor's degree in business, computer science or related field.
- 2 - 5 years in analytics with report writing requirements.
- Proficient query and report writing skills utilizing one of the following: SQL, Tableau, Crystal, or equivalent.
- Proficient in databases, queries, sub-queries and sub-files.
- Proficient with Microsoft Office and html or related applications.

- Advanced Microsoft Excel skills.
- Demonstrated proficiency in the manipulation of user defined fields and calculations.
- Demonstrated knowledge of database schemas and the extraction of data.
- Demonstrated knowledge of conveying results through the use of strong communication skills.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and governmental regulations.
- Understanding of regulatory requirements and industry best practices.

APPLICATION ANALYST

The Application Analyst is responsible for application and integration of information technology in the healthcare setting. This position will serve as a liaison between the IT department and operations to align system design with operational processes. This includes data collection, workflow analysis, system configuration, testing, and support. Participates in application deployment and procedure documentation. Ensures that the software build meets organizational goals and external mandates such as HIPAA and Meaningful Use. This position must remain current with software and certifications, if any.

Primary Responsibilities

- Provide recognized knowledge of product features, functionality and utilization of the application software.
- Manage stakeholder expectations by analyzing expectations and requirements.
- Identify project issues and risks and resolve or escalate as appropriate.
- Collaborate effectively with colleagues to complete tasks.
- Lead or actively participate in meetings.
- Monitor system effectiveness and/or performance to determine if there are any potential problems, report critical findings to peers and/or manager and resolve somewhat complex problems.
- Develop and maintain test scripts to reflect proposed workflow solutions.
- Review and test changes, interfaces, data conversion, enhancements, and each new release as assigned.
- Participate in disaster recovery initiatives.
- Support the training team by keeping trainers abreast of new functionality and system changes.
- Provide assigned on-site support during go-lives and system upgrades.
- Provide 24/7 support when scheduled.
- Resolve or triage support calls as applicable.

Qualifications

- Bachelor's degree. May consider applicable clinical, revenue cycle or other healthcare experience in lieu of degree.
- Healthcare licensure preferred.

- Two years' relevant experience.
- Current knowledge of regulatory standards and the impact on business operations.
- Obtain and maintain system certifications, if applicable.
- Willingness to be on call 24/7 when scheduled.
- Willingness to travel to remote sites as applicable.
- Demonstrate an understanding of the need for discretion of all confidential and EPHI (Electronic Protected Health Information) HIPAA regulations.
- Demonstrate ability to promote and maintain good interpersonal relationships.
- Proficient with Microsoft Office.
- Demonstrate ability to prioritize and multi-task.
- Demonstrate effective problem-solving, analytical, and time management skills.
- Demonstrate strong verbal and written communication skills.
- Demonstrate strong organizational, presentation and customer service skills.

BUSINESS ANALYST

The Business Analyst works with business end-users, management, and technical teams to better understand and document the business requirements, provide testing support and execution for system implementations/maintenance.

This position performs analytical and reporting activities to support the business function of a department or division. This position is accountable for generating and preparing reports, performing analysis, tracking and submitting data, and related activities in a timely and accurate manner.

Must possess strong research and data-gathering abilities with the ability to interpret data in order to develop and implement policies, procedures or solutions within a healthcare setting.

Primary Responsibilities

- Identify, analyze, and gather business requirements and develop technical specifications.
- Create project and operational support documentation, which may include business requirement documents, process and data flow diagrams, solution design specifications, implementation plans and testing scripts, and reporting of results.
- Maintain database information for the facility and/or department personnel on a daily, weekly, and monthly basis. This includes ensuring accessibility of accurate information to department personnel as needed.
- Prepare and distribute weekly, monthly and ad-hoc business object reports in accordance with established guidelines and procedures or as requested.
- Assist department staff by performing project-related work, as needed or requested.
- Review, analyze and evaluate business and user needs and documents findings and recommend changes to business processes to increase system effectiveness for end users.
- Validate the business need for solutions to business problems and process improvements.
- Perform all functions according to established policies, procedures, regulatory and accreditation requirements, as well as applicable professional standards.

Qualifications

- High school diploma/GED or equivalent working knowledge. Bachelor's degree in business administration, healthcare management or related field preferred.
- Equivalent proven work experience and technical training and some college will be considered.
- Have experience in the information technology areas, such as personal software packages, generating reports and presenting information in a written or spreadsheet format.
- Has knowledge of commonly used concepts, practices, and procedures within a particular field respective to the system functions.
- Must have excellent oral and written communication skills to effectively interact with internal and external customers and department staff.
- Must be able to follow verbal directions and instruction to perform work.
- Must have the ability to organize, prioritize, and manage a variety of tasks and activities in a timely and effective manner.
- Proficient with Microsoft Office.

DATA ANALYST – HEALTH PLAN

The Data Analyst is responsible for evaluating and creating data content for the Health Plan. This position will utilize SQL management and visualization tools to collect, mine and analyze data to create reports and data extracts.

The Data Analyst will perform data steward duties for supporting systems in the Health Plan. This position will focus on managing data content and the business logic behind all data transformation for reporting and data extracts. Which will include documenting all data points used in reporting and data extracts.

Primary Responsibilities

- Assess actuarial tables to determine how the liability coverage should correspond with trends in the populace
- Coordinate code changes with appropriate vendor related to health plan reporting and application issues.
- Collaborate with various teams to identify and infrastructure related issues that have resulted in reporting and application issues.
- Aggressively manage personal workload related to open issues and service requests to ensure agreed upon SLA's are met.
- Provide/coordinate resolution of issues while recommending procedures and controls for problem prevention, escalation, etc.
- Provide thorough documentation within call tracking database and knowledge database to document work around or resolution of frequent incidents to enhance quality of problem resolutions for future incidents.
- Develop reports and extracts as per specifications and requirements.
- Analyze business requirements and documents functional requirements.
- Guide and assist development team in deciding best approaches and practices.
- Provide support and maintenance of all Health Plan Reporting applications.
- Work with end user(s) to discuss on solutions, concerns and suggestions.
- Provide effective customer service by being courteous, polite and friendly at all times.
- Timely acknowledge customers in order to determine their need and help the customer resolve the issue or request.

- Participate in departmental programs that promote and deliver exceptional customer service.

Qualifications

- Bachelor's degree or combined equivalent experience.
- Working knowledge in SSRS, SSIS, Crystal Reports, SAS, Teradata, SQL Server Databases, XML, XSLT, ASP .net and batch commands.
- Working knowledge of the Affordable Care Act/Health Insurance Exchange, Medicaid, Medicare, and Commercial Health Plans.
- Functional expertise in enrollment processing, claim processing, provider contracting and pricing, EDI (HIPAA Transactions) processing, and integration.
- Knowledge of EDI Healthcare Transactions (820, 270, 271, 834, 837, 270, 271 etc...).
- Strong technical experience in SharePoint and Microsoft Office Suite.
- Knowledge of industry standard health data and code sets such as ICD-10, CPT/HCPCS, Revenue codes, 5010, NCPDP Eligibility / Enrollment Data Model & Structure, Member/Eligibility Input & Output Feeds.
- A total of three (3) years of experience in corporate systems environments required. Experience with a variety of Information Management applications, programming languages, and technologies preferred.
- Minimum of three (3) years' experience with writing and debugging complex SQL queries.

DATABASE ADMINISTRATOR

A Database Administrator (DBA) will keep the database(s) up and running smoothly 24/7. The goal is to provide a seamless flow of information throughout the company, considering both backend data structure and frontend accessibility for end-users. Responsibilities extend to data integrity and ensuring appropriate response to infrastructure alerts. The DBA interacts with analysts, vendors and information technology leadership. The health of the database environment relies on the expertise of the DBA.

Primary Responsibilities

- Read, analyze and interpret general business periodicals, professional journals, technical procedures and governmental regulations.
- Provide maintenance of the vendor database management system.
- Test and convert new releases of the database management software.
- Perform analysis and design of site-specific database modifications.
- Responsible for the day-to-day technical administration of database applications.
- Diagnose, analyze, and troubleshoot technical problems.
- Ensure that state of the art management tools are in place to monitor database performance.
- Primary contact for issues related to database applications.
- Meet with technical personnel of departmental software vendors prior to system installations to evaluate the existing systems.
- Write reports, business correspondence and procedure manuals and to effectively present information and respond to questions from groups of managers, clients, customers and the public.

Qualifications

- Bachelor's degree in computer science or computer engineering.
- 2+ year's professional experience, preferably in healthcare.
- Intermediate mathematical skills.
- Proficient with Microsoft Office, healthcare-related interface and microprogramming, report writers, and html or related applications.
- Demonstrated advanced knowledge of database structure and theory.

- Demonstrated experience with MySQL and MSSQL.
- Current SQL certification preferred.
- Demonstrated Oracle, Windows NT, MS SQL Server, and other operating systems proficiency preferred.
- Working knowledge of client/server and Graphical Interface (GUI) concepts and tools, PC-based middleware tools, Relational Database Management systems, and other software relative to large online and/or client/server transaction processing systems.
- Proficient at disaster avoidance and recovery.
- Understanding of regulatory requirements and industry best practices.
- Ability to work independently with minimal supervision and assistance.

DESKTOP/FIELD SERVICES TECHNICIAN

The Desktop/Field Services Technician is responsible for providing direct support to end users of computers, printers, mobile devices, and related peripherals. The technician will test, diagnose, document, repair, and/or replace devices as necessary. The technician may also be assigned to provide technical support to organizational projects that require the relocation or deployment of computing resources.

Primary Responsibilities

- Maintain, troubleshoot, and repair computer systems including printers and other peripherals.
- Provide direct user support on site and in the field.
- Evaluate user business needs and recommend appropriate hardware solutions.
- Diagnose errors or technical problems and determine proper solutions
- Provide routine system maintenance as required.
- Document all system updates and repairs.
- Function as part of project teams as needed to provide system deployment, upgrades, or relocation.

Qualifications

- Associate's degree in information systems or equivalent experience.
- Desktop Technology Certification.
- Excellent customer service skills.
- Strong system diagnosis skills.
- Ability to perform routine component replacement on desktops, laptops, and printers.
- Basic understanding of network protocols.
- Experience with disk imaging software.
- Proficient with Microsoft Office.

INTEGRATION ANALYST

An Integration Analyst is tasked with planning, coordinating, and managing the assimilation of new software applications and programs into an organization's existing Health Information Technology environment. The analyst typically supports each department by determining its systemic needs, recommending changes, implementing new software solutions and instructing users about the interface.

Responsible for reviewing the process infrastructure and operating systems of the company and recommending options for developing process efficiency for assimilating data availability. Position advises on system integration techniques to the department heads for making operating activities more capable. He/she is also responsible for providing guidance on workflow improvements, conducting design training sessions, coordinating with data analysis and defining functional requirements. The analyst also monitors system efficiency, updates current software to correct errors and support in software system installation.

Primary Responsibilities

- Research new software packages and make a system upgrade recommendations based on the organization's strategic goals.
- Supervise the implementation process for outside software while also designing, coding and maintaining applications developed in-house.
- Offer assistance to employees on how to properly use all systems, including writing training materials and conducting seminars.
- Other duties range from maintaining internal websites and databases to account billing and communicating customization requests to vendors.
- Conduct procedure development, system maintenance and make improvements through scripting and automation.
- Make client environment modifications within client's system constraints.
- Resolve and troubleshoot system issues in the client environment.
- Prepare proposal requests such as bid specifications, benchmark studies, cost projections and solution development.
- Participate in analysis and design of business process, training development, and deployment planning.
- Present and evaluate end user capabilities and assemble data to conduct competitive analysis.

- Interact with end user team members to complete project activities and deliverables.
- Conduct complex studies on automation techniques in interfacing functional areas.
- Develop, test, and install systems, conduct associated updates and install software, cabling, hardware and maintenance.
- Ensure that the configuration audit and inventory of hardware as well as software is checked out.
- Support the assigned duties related to logistics and acquisition automated information system applications.
- Collect integration matrix according to measurement collection and project management plan.

Qualifications

- Bachelor's degree in computer science, engineering, database administration or a related field.
- Effectively communicate complex concepts with vendors, customers, co-workers and management, both verbally and in writing.
- Must balance a self-motivated, independent work ethic with the desire to train and assist others.
- Must have the ability to organize, prioritize, and manage a variety of tasks and activities in a timely and effective manner.
- Requires strong analytical and problem-solving skills.
- Must possess the ability to verify and solve software shortcomings in addition to effective time management aptitude and communication skills. In order to complete the essential duties adeptly, the analyst mostly uses program-testing software.
- Must possess critical thinking, decision-making, and problem-solving skills as well as the ability to prevent finding and provide recommendations.
- Proficient with Microsoft Office.

IT AUDITOR AND RISK ANALYST

The IT Auditor and Risk Analyst, functions as a highly skilled internal control consultant responsible for conducting IT risk assessments and audits, providing risk and audit education and consulting services to mitigate risk and assess the control environment of each auditable unit. The position conducts IT, regulatory, mandate and legal audits and requires technical and operational knowledge of information security best practices, as well as, legal and regulatory compliance requirements that impact security or risk for the enterprise. This role has no direct reports. This position will work in a collaborative effort with the various organizations including Information Technology.

Primary Responsibilities

- Conduct internal audits and reviews on behalf of the corporation to identify issues and risks, document established controls to mitigate risk and assess the control environment of each auditable unit.
- Support and coordinate audit efforts to ensure successful and timely completion of assignments.
- Communicate issues, audit results, and recommendations in a clear and concise manner to appropriate levels of operating, IT, and executive management, including activity updates that go to the Audit Committee of the Board of Directors.
- Facilitate project risk assessments and lessons learned sessions.
- Participate in divisional or departmental infrastructure projects as assigned.
- Maintain working knowledge of information technology pre-production (e.g. system development life cycle, change control, operating systems, applications and security) and post-production (e.g. operating systems, applications, security and data center operations) controls.
- Conduct effective and efficient IT and project audit work.
- Provides recommendations to improve the control environment.
- Effectively applies audit methodologies, policies, and procedures applicable to the organization.
- Suggests improvements to audit methodologies, policies, and procedures.
- Prepare complete and accurate audit work papers in a timely manner.

Qualifications

- Bachelor's Degree in Business Administration, Information Systems, Information Assurance or closely related field required is required within three-years.
- Minimum five (5) years related experience, which includes three (3) years of IT or technology related auditing experience.
- Ability to develop, maintain and report against a work plan, as work progresses.
- CRCMP, CIA, CRISC, CISA, CCSA required within two-years.
- Familiarity with national security standards, business continuity, disaster recover, auditing, risk management, vulnerability assessments, regulatory compliance, and incident management.
- Strong understanding of project management and information technology background.
- Good analytical, organizational, verbal and written communication skills.
- Ability to solve problems in a dynamic team environment and handle multiple assignments in a timely manner.
- Experience in conflict management skills necessary to resolve issues where corporate areas are in disagreement.
- Ability to effectively interface with various levels of management internally and as well as contacts outside the organization.

PROGRAM/PROJECT MANAGER

The Program/Project Manager is responsible for the IT programs/projects, with overall responsibility for the direction, scope, cost, schedule, quality, and success of the projects. This includes managing the project plan, budget, issues management list, work breakdown structure, and other project management tools. This position will coordinate all project activities: software and hardware implementation training, and optimization, business and IT related tasks, internal communications process improvement, and develop a plan for sustaining support.

Primary Responsibilities

- Work with the leadership and other stakeholders to establish the strategic direction of the organization's information systems to ensure goals are achieved.
- Assist project sponsors in establishing project goals, metrics, and baselines. Facilitate collaboration and decision making between sponsors and departments.
- Develop detailed implementation plans including finalization of project team structure, task list, task inter-dependencies, timetable and budget.
- Define, identify, secure, and coordinate internal and external resources and expertise, as appropriate, for the program/project implementation.
- Manage programs/projects within schedule and budget constraints according to specifications and ensure business objectives are met.
- Manage stakeholder expectations to ensure alignment with organizational goals and objectives
- Develop and manage project budgets, and perform periodic cost and productivity analyses.
- Lead and direct work assignments of internal and external resources to ensure support efforts are accomplished successfully.
- Initiate and facilitate change management through established communication methods.
- Oversee development of integrated testing, validation, development of training materials, and the conduct of the training.
- Identify, monitor, and develop strategies for mitigation.
- Act as single point of contact or escalation for customers and facilitating contact with the correct resources.

- Develop and assist with communications to the organization and customers regarding the program/project initiatives, status, and progress.

Qualifications

- Bachelor's degree in business administration and/or information systems with course work in computer science or equivalent.
- Master's preferred.
- PMP (Project Management Professional) Certification or equivalent.
- Agile or SCRUM certification a plus.
- At least 5 - 10 years progressive leadership and management experience including project experience in an IT environment or in business environment with major project management/system implementation role. Applicable system expertise a plus.
- Demonstrate knowledge of project management principles, practices and software development life cycle.
- Prove experience in successful completion of major healthcare systems implementations.
- Demonstrate ability to promote and maintain good interpersonal relationships, and a proficiency in team building, conflict resolution, and group interaction.
- Prove ability to manage large diverse groups of individuals and work effectively with all staff as well as executive leadership.
- Demonstrate experience with evaluating new customer needs and documenting the business case and technical requirements.
- Demonstrate ability to prioritize and multi-task.
- Demonstrate effective problem-solving, analytical, and time management skills.
- Proficient with Microsoft Office.

QUALITY ANALYST

The Quality Analyst is responsible for collecting, clinically analyzing and maintaining data regarding quality of care and health outcomes per regulatory requirements. Maintains and retrieves data from specified databases. Prepares and presents reports and information useful in providing clinical and administrative direction as part of performance improvement efforts. May participate in special projects as needed by leadership. May report to the Chief Information Officer, Chief Quality Officer or Chief Nursing Officer.

Primary Responsibilities

- Responsible for timely/accurate collecting, submitting, and reporting process and outcome data on patient populations as determined by hospital and departmental leadership. Some of which may include mandated clinical projects by CMS, The Joint Commission, other regulatory agencies and hospital projects.
- Organize clinical data and has the ability to interpret results to physicians, allied health practitioners, administration, nursing and others as necessary.
- Participate in hospital and community performance improvement committees.
- Abstract medical records and collect data for Medical Staff peer review from a variety of sources.
- Prepare cases and complete paperwork for the Medical Staff peer review process. Attend medical staff committee/departmental meetings as assigned.

Qualifications

- Bachelor's degree in information systems or management preferred.
- RHIT, RHIA, LPN, RN, other clinical field or equivalent clinical experience.
- At least 2 years of clinical coding, 5 years of quality review and/or 2 years of nursing/clinical experience with good clinical knowledge.
- Excellent verbal and written communication skills.
- Team player with exceptional interpersonal skills.
- Ability to facilitate clinical groups to review performance improvement data and development of specific actions resulting from review of the information.
- Demonstrated knowledge of clinical applications, spreadsheet, databases and word processing.
- Understanding of regulatory requirements and industry best practices.

REVENUE CYCLE ANALYST

Revenue Cycle Analysts are responsible for analyzing, auditing, and investigating their assigned client's Accounts Receivable (A/R) process in order to ensure quality, resolve errors, and provide strategic solutions.

Primary Responsibilities

- Develop a solid understanding of assigned client's process in order to strategically review and analyze their A/R functions.
- Conduct regular audits of the claim work for accuracy and quality; manages clean claim ratios for assigned clients.
- Provide direction to managers on claim audit corrections and resolution.
- Prepare and analyze reports of audit reviews and performance issues with a focus on identifying trends, instituting continuous quality improvement initiatives, and identifying and providing on-going training opportunities for specialists.
- Provide second-tier review on advanced and escalated claim issues to a satisfactory resolution
- Resolves outsource vendor's escalates claims and claim rework.
- Log all client issues encountered in internal tracking system, including enhancement requests, bugs, errors, and inquiries. Make management aware of any client issues or problems.
- Modify process and procedures to prevent claim rework through automation ideas.
- Participate in continuing education of applicable software and hardware.

Qualifications

- A high school diploma/GED required.
- Bachelor's degree preferred but not required.
- Quality control auditing and analysis experience preferred.
- Medical billing knowledge and Healthcare experience preferred.
- Strong analytical skills; ability to conduct research, creatively solve problems, and deal with ambiguity.
- Highly developed verbal and written communication skills.

- Able to read, analyze, and interpret complex documents.
- Independent, logical, strategic thinker with high focus and attention to detail.
- Proficient compute skills including Microsoft Office, Word, and Excel.
- Excellent organizational skills; ability to multitask, set priorities, and meet deadlines.

SECURITY ANALYST

The Security Analyst will identify and manage application vulnerabilities including and not limited to managing dynamic and static analysis. The analyst will also be involved in the assessment and understanding of data transfer security, security profile assessment of third party application and data storage providers. The analyst will be first level security support of enterprise level applications.

The analyst will also identify and quantify IT risk factors, for application security and related infrastructure. The analyst will also assist the Information Security & Compliance Team in to facilitate administration of the Information Security Program. The analyst will also be responsible for application vulnerability tool and interpret results. The analyst is expected to discuss the results and methods of remediation with the development team or the third party application provider.

Primary Responsibilities

- Manage and administer application vulnerability assessment tool.
- Interpret results of assessment report from the tool.
- Interface with application developers to discuss results and remediation.
- Interact with third party application providers to access their secure development practices.
- Access application vulnerabilities of third party applications and manage their remediation working with the providers.
- Maintain a regiment of application vulnerability assessment and management of critical applications.
- Provide assessment /audit support.
- Identify, analyze, monitor and minimize areas of risk that pertain to application security.
- Analyze business impact and exposure based on emerging security threats, vulnerabilities and risks.
- Develop and execute a program for secure application development education.
- Provide assurance that quality and risks are effectively addressed in relation to applications.
- Coordinate application security assessments of both internal and external application developer/providers.

Qualifications

- Bachelor's degree in computer science or related field is highly desired.
- CISSP, CISA and CRISC certifications are highly desired.
- 2 - 4 years' experience in related field preferred.
- Application and infrastructure audit experience.
- Must be detailed oriented who has been involved in design and implementation of security tools
- Should have experience in complex technical solutions especially in geographic distributed and growing corporation.
- Previous PCI and HIPAA experience especially in understanding of tools and their integration into the organization to close identified gaps and to be able to implement discipline and solutions for PCI and HIPAA compliance.
- Implementation for HITRUST in cybersecurity is highly desired.
- Working knowledge of NIST standards is required.
- Proficient with Microsoft Office.

SERVICE DESK ANALYST

The Service Desk or Help Desk Analyst is responsible for first line triaging and prioritizing of all Information Technology service requests within a healthcare provider system. Serves as a frontline troubleshooting support to achieve first call resolution. Assistance may include telephone, online or in-person interactions. Service Desk analysts work closely with systems administrators and application analysts to monitor system performance issues and notify end-users of any downtime. Daily work schedule may vary depending on the needs of the department.

Primary Responsibilities

- Create service tickets for customer issues and escalates unresolved issues according to standard practice and procedures.
- Verify end-user credentials prior to providing or resetting access to applications and systems.
- Consult with customers to identify and specify clinical and technical requirements.
- Perform basic hardware and software troubleshooting, diagnostics and remote repair if possible.
- Assign customer support calls to IT support analyst teams according to procedure.

Qualifications

- Associate's degree in technical, management discipline, or engineering.
- 1-2 years of Help Desk, Service Desk or equivalent experience.
- Demonstrated knowledge of Microsoft Windows, Microsoft Office and Internet applications.
- Effective oral and written communication skills.
- Solid problem-solving abilities.
- Demonstrated ability to effectively handle tense customer service scenarios.
- Demonstrated knowledge of access and authentication controls.
- Demonstrated knowledge of enterprise architecture principles and practices.

SOFTWARE DEVELOPER

The Software Developer will develop, maintain, and enhance software applications in accordance with system requirements. The developer will participate in all phases of the SDLC under the direction of the software development manager including; requirements gathering, design, development, testing, deployment, and maintenance of custom software systems. The developer will frequently be asked to work with end users to provide feasibility assessments of potential technical solutions to business challenges.

Primary Responsibilities

- Develop and maintain custom software applications.
- Participate in product test-fix cycle.
- Test and modify applications to comply with infrastructure updates.
- Participate in the business requirement gathering and validation process.
- Prepare cost and time estimates for assigned tasks.
- Adhere to organizational coding standards including source control, code instrumentation, and documentation.
- Participate in peer code reviews. Analyze, investigate, and correct issues reported by the customer or identified during the maintenance process.
- Develop and maintain system documentation.
- Develop interfaces between commercial systems as required.
- Provide off hours support per departmental policies.

Qualifications

- Bachelor's degree in computer science or equivalent.
- 2 years' experience writing commercial software.
- Excellent customer service skill.
- Strong problem diagnosis skill.
- Experience working with relational databases.
- Experience with Object Oriented Design.
- Experience in a Rapid Application Development environment.
- Experience developing and executing test cases.

- Experience developing test data.
- Ability to effectively communicate with both technical and non-technical users.
- Experience with organization's standard development tools.
- Proficient with Microsoft Office.