



Position Listing for: Technical Business Analyst

Position Purpose

The Technical Business Analyst will be an integral member of the Production and Operations Department for the Michigan Health Information Network Shared Services (MiHIN).

The analyst will contribute to the objectives to the department, including testing and quality assurance assessments, Salesforce administration, evaluating business processes and requirements, database evaluation, analysis, light programming, critical thinking, data modeling design and reporting.

The analyst will also act as liaison between MiHIN and its stakeholders, helping to ensure clear communication, level set expectations, and recommend solutions when necessary.

Essential Functions and Basic Duties

- Conduct business process analysis to identify key business needs, issues and/or gaps
- Partner with stakeholders, MiHIN's departments, and development to create and document business deliverables for new/enhanced capabilities. These include but are not limited to:
 - Project charters, business vision documents, requirements documentation, risk mitigation and tracking documents, and status reports
- Participate in finding technology solutions and development process by providing requirements documentation, subject matter expertise, and design input
- Ensure buy-in of proposed solutions from stakeholders and MiHIN's leadership
- Manage project risks and issues, while adhering to project timelines and budget
- Ensure timely and effective execution of all assignments
- Interact with other MiHIN departments to assist in monitoring, researching and correcting documentation
- Perform other duties as assigned by management

Required Qualifications

- Bachelor in Technology, Business Administration, Finance, Health Administration, or related field
- 1+ years of experience in business analysis; or minimum of 3-5 years in Health Information Management or demonstrated knowledge of analysis methodology
- Experience or knowledge of health information technology or equivalent IT systems, including but not limited to:
 - Java, SQL, Apex, Aura, electronic health records (EHRs), patient care flow, and hospital computer systems



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- Clear and concise verbal and written communication skills
- Proficiency in MS Office
- Expert interpersonal skills

Desired Qualifications

- Knowledge in Salesforce administration or development
- Knowledge in SAS
- Project and work planning experience
- Demonstrated ability to perform exceptional requirements analysis, testing and debugging
- Working knowledge of client accounting and client reporting requirements
- Experience gathering requirements from clients/business and providing clear documentation
- Excel at identifying, analyzing, organizing and solving issues and problems
- Self-starter, resourceful (independently seeks and finds resources, information, knowledge, and/or tools to complete tasks as needed)
- Familiarity with business process design and aid the high-level business process design efforts with assistance of the stakeholders and end users
- Experience supporting client accounting and reporting, or other applicable financial industry experience.
- Medicaid experience
- Facets experience

Position Reports to: MiHIN Director of Production and Operations

Supervisory Role: May lead, direct and supervise the work of an intern

Job Location: East Lansing, MI

Application Instructions

- Please email cover letter, resume, and three full references to jobs@mihin.org for consideration
- Review will begin immediately as qualified candidate applications are received and will continue until the position is filled

What is MiHIN?

MiHIN is Michigan's state-designated entity to improve health care quality, efficiency and patient safety by sharing electronic health information statewide, helping reduce costs for patients, providers and payers.

MiHIN is a nonprofit, public-private collaboration that includes stakeholders from the State of Michigan, health information exchanges that serve Michigan, health



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systems and providers, health plans/payers, pharmacies and the Governor's Health Information Technology Commission.

MiHIN's Culture

MiHIN provides a stimulating, high-energy environment for a wide variety of talented people who are making a positive improvement in health care. We're working to build a healthier future for the state of Michigan, and we are always looking for motivated, bright, efficient professionals and interns to help advance our goals for sharing health information in ways that reduce costs and improve outcomes.

MiHIN's Benefits

MiHIN's health benefits are incredibly generous and quite rare in today's job market. At this time our employees realize little to no out-of-pocket expenses for excellent coverage. MiHIN covers 100% of the cost of premiums so there are no deductions from paychecks for insurance. MiHIN currently also contributes to a Health Savings Account to cover the full or partial amount of the annual health insurance deductible. That means MiHIN currently covers the cost of premiums *and* the full or partial cost of the health insurance deductible, to minimize or completely eliminate employee out-of-pocket expenses.

Notice

MiHIN does not discriminate in employment against persons based on age, color, disability, gender, gender identity/gender expression, genetic information, familial status, height, marital status, national origin, political persuasion, race, religion, sex, sexual orientation, veteran status, or weight. Applicants must be legally permitted to work in the United States and have the ability to pass a background and history check in keeping with federal and state regulations.