



TITLE: Business and Client Support Analyst
ORGANIZATION: Illinois Health Information Exchange Authority (ILHIE Authority)

JOB DESCRIPTION

The Illinois Health Information Exchange (ILHIE) is a statewide, secure electronic network for sharing clinical and administrative data among health care providers in Illinois. ILHIE allows health care providers and professionals to exchange electronic health information in a secure environment, which helps prevent duplicate tests and procedures, and ensure the accuracy of prescriptions and other medical orders. The ILHIE Authority is the agency responsible the governance and operation of the ILHIE.

The Business and Client Support Analyst must be able to understand a customer's business needs via proper interpretation and translation of these needs into application and operational requirements. A major aspect of this position is analyzing data, documents, user input surveys and workflow to determine which course of action will correct the business problem.

This position manages the product development life cycle for the development, maintenance and enhancement of new and existing ILHIE products, including but not limited to the gathering of business requirements and project management interface for the overall product development timeline.

This position is also responsible for planning and leading the execution of business-to-business and business-to-consumer demand generation strategies for the ILHIE product lines. This position provides strategic marketing expertise to include member retention, acquisition, and education, and ensuring that the ILHIE achieves the expected business objectives and goals.

The ILHIE Authority offices are located at the James R. Thompson Center, 100 West Randolph Street in Chicago.

II. QUALIFICATIONS

3 + years experience working in health care field operations. Must have strategy development, business analysis and management experience; project management skills, including meeting facilitation and planning; ability to build effective teams and motivates others; superior interpersonal skills, strong verbal and written communication skills, as well as the ability to deal with conflicting interests and build consensus; ability to persuade others through intelligence and experience; ability to leverage consumer research, including but not limited to, segmentation, modeling key drivers and perception mapping.

Demonstrated effectiveness in analyzing issues, predicting downstream effects and preventing or resolving problems; working knowledge of health care products and operations; familiarity with health information exchange products, regulatory guidelines and industry trends; knowledge of internal health information exchange business architecture and process flows preferred; and, proficiency with MS Office applications.

III. KEY RESPONSIBILITIES AND FUNCTIONS

The Business and Client Support Analyst will have a broad set of responsibilities including:

- Develops proposals in conjunction with customer team, including creation of scope document, impact/needs assessment and business case.
- Organizes and facilitates cross-functional work teams which typically include participants from sales, underwriting, actuarial, marketing, provider network management, operations to accomplish project work, including

identification and confirmation of participants, consistent work team engagement and productivity, meeting facilitation, consensus building, recommendation documentation and implementation oversight.

- Develops strategies and plans for one or more product lines of business, including situation analysis of market (sizing and segmentation), products, competitors, consumers, decision makers, physicians and brokers.
- Develops strategies and programs to increase consumer awareness, and lead generation through a variety of methods such as advertising (all media), events, digital/social, co-marketing.
- Manages end-to-end execution of demand generation strategies.
- Manages all communications to external and internal constituencies, including consumer mass media.
- Manages communications to audiences to ensure consistency with brand position.
- Coordinates with partners in Network Management, Sales, Corporate Communication, Product Development, external creative agencies in the development of plans to achieve desired results.
- Provides strategic guidance to all community events and sponsorship programs for specified product lines.
- Provides leadership to staff, with particular attention to recruitment, mentoring, development and training, achievement of performance targets, and ongoing leadership.
- Prepares communications and presentations to be presented at all levels of the organization.
- Develops and leads training and communication plan for customer-facing staff for ILHIE product introductions or enhancements.
- Facilitates efforts to ensure development and delivery of training and communication of operational areas for new product introductions and enhancements.
- Performs other duties as assigned.

IV. EDUCATION:

Required: Bachelor's degree; MBA preferred

Equivalent combination of academic education, professional training or work experience, which demonstrates the ability to perform the duties of the position.

V. HOW TO APPLY

Please send your resume, along with a cover letter, to illinois.hie@gmail.com. In the cover letter please indicate for which position you are applying.

The ILHIE Authority is an equal opportunity employer.