



# Position Available

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## Business Analyst

Southwest Michigan Behavioral Health • 5250 Lovers Lane, Ste. 200 • Portage, MI • 49002

March 23, 2015

### **Position Description:**

Position Title: Business Analyst

Department: Operations

Reports To: Director of Operations

Southwest Michigan Behavioral Health (SWMBH) is a \$200 million governmental entity managing multiple Michigan Department of Community Health benefits management contracts and business lines over an eight county region in Southwest Michigan.

SWMBH is seeking a Business Analyst to be responsible for working with all professionals across the organization soliciting needs and requirements to document processes and develop solutions to business problems or to advance the organizations efforts specifically related to the Managed Care Information System and its uses.

### **Duties and Responsibilities**

- Ensures thorough and complete understanding of the organizations Managed Care Information System (MCIS) and its related business processes; accepted as the organizations “expert” on the MCIS.
- Serves as Administrator for the MCIS.
- Understands and documents business practices and workflows and their relationship to current and future software solutions.
- Monitors and responds to provider support email requests in conjunction with Applications & Systems Analyst.
- Provides end user trainings for the MCIS as needed
- Fully understands the partnership in technology needs between the organization and its CMHSP partners; acts as a liaison between the organization and its CMHSP partners and MCIS vendor in system requirements, needs and collaborative projects.
- Assists users, project managers and senior leadership with optimizing the scope, benefits and risks of proposed projects; helps to manage expectations of users and management; prioritizes requests.
- Develops, implements and manages a software change management process.
- Analyzes the impact of change requests and their Return on Investment in collaboration with the Finance Department.
- Presents concepts in a concise and simplified manner to leadership and end users.
- Responsible for researching and knowing future technology requirements at the State and Federal level that will have impact on the MCIS planning for their requirements.
- Works closely with IT vendor support; IT department staff; and the IT Project Manager assuring solid communication and corresponding planning and progress including a multi-quarter MCIS enhancement plan.
- Assists in the definition of any software upgrade roll out, training and user support plans.
- Assists senior leadership throughout the organization in developing Requests for Information or Participation related to technology; assists in managing the process as requested.

### **Qualifications**

- Bachelor’s Degree in business, computer science or related field with experience in business analysis required.
- Experience in a healthcare or benefits management setting is preferred.

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- Demonstrated ability to organize, analyze, and present information in verbal and written reports.
- Strong oral and written communication skills, and excellent interpersonal skills; excellent critical thinking and organizational skills.
- Ability to conduct cost benefit analysis.
- Ability to manage multiple requests and projects simultaneously and meet required deadlines.
- Ability to collaborate with others within a team environment and effectively work independently.
- Advanced Microsoft Office applications skills including, Word, Excel, Outlook, and PowerPoint.
- Life experiences with diverse racial, ethnic, and cultural backgrounds, including experience with behavioral health issues is preferred.
- Must be supportive of culturally competent recovery-based practices and person-centered planning as a shared decision making process.
- Must support a trauma informed culture of safety to aid consumers in their recovery process.

Individuals of diverse racial, ethnic, and cultural backgrounds including those with lived experience with behavioral health issues along with bilingual candidates are encouraged to apply.

Please apply through the Southwest Michigan Behavioral Health website at [www.swmbh.org](http://www.swmbh.org) by April 5, 2015. Position includes a full benefit package and salary is commensurate with experience.

### **SNAPSHOT**

**Job Title:** Business Analyst

**Industry:** Healthcare

**Required Travel:** Regional upon necessity

**Manages Others:** No