

**FamilyCare, Inc.** is a Medicaid and Medicare managed healthcare organization based in Portland, Oregon. We embody our mission statement--***Creating Healthy Individuals through Innovative Systems***--in everything we do. Our dedication to customer service has earned us an outstanding reputation in the Northwest healthcare industry.

We believe that in order to build on our 25+ year tradition of success, we must continue to seek out and attract talented individuals. We offer a challenging work environment with opportunities for growth and development. Communication is encouraged and excellence is rewarded. **FamilyCare offers a competitive benefits package which includes health, dental and vision insurance as well as a 401k plan and 4 weeks of annual PTO.**

We are announcing a new position of **Senior Technical Business Analyst**. This position will be accountable for the following:

- **Lead by example in a manner that positively reflects on the Company.**
- **Own and complete work with minimal supervision and complete projects and tasks within deadlines.**
- **Share information in a timely manner and remain open to ideas**
- **Continue to question “why”, until underlying cause is discovered, avoiding “we’ve always done it this way” reasoning.**
- **Remain open to ideas offered by others, putting needs of Company before individual gain.**
  
- Gather and analyze data, define business specifications, and analyze and document business processes.
- Research, plan, prepare status reports, and write project documentation.
- Identify, evaluate and document business needs and objectives, operational processes and procedures, problems and requirements.
- Tests Benefit configuration rules and how claims are processed based on the Benefit configuration.
- Recommend operational and process improvements based on efficiencies and available technologies.
- Maintain a repository of performance metrics, and generate management reports illustrating statistical data, text and graphics.
- Conduct secondary research using a variety of publications, services and health statistic databases.
- Produce documentation, including project plans, analytical reports, decision backup, information research reports, budget analyses, training plans, business justifications and graphics.
- Act as a liaison between and become a trusted advisor of the members, community partners and internal staff to resolve issues.
- Act as a liaison between client and technical solutions/support groups, using strong communication skills to elicit, document, analyze and validate business processes, systems and solution requirements.
- Assist members and community partners with clarifying policy or resolving case/application issues.
- Speak in public and deliver pre-approved presentations.
- Research, identify, and specify solutions to problems.
- Document requirements specifications using high-maturity methods, processes and tools.
- Support requirements management and change management processes.
- Consider the business implications of the application of technology to the current business environment.
- Performs work assigned by others.
- Provides time/resource estimates for assigned tasks.

### **Knowledge Requirements:**

- Ability to collect, analyze and present data.
  - Ability to conduct business studies and recommend solutions.
  - Knowledge of functional area policies, procedures, processes and standards.
  - Excellent writing skills for preparing narrative reports and correspondence.
  - Abilities in math, accounting and/or financial principles.
  - Knowledge of process improvement, workflow, benchmarking and evaluation processes.
  - Demonstrated ability to prioritize and manage multiple responsibilities and deadlines.
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- **Ability to support and lead from the organization's Mission and Values.**
  - **Ability to handle confidential information in a private, sensitive, and professional manner, and maintain a professional image and demeanor.**
  - **Ability to establish and maintain effective working relationships with internal staff and community partners.**
  - **Ability to train, coach, and develop staff to accomplish established goals.**
  - **Ability to effectively prioritize and complete work to meet tight business-driven deadlines.**
  - **Excellent verbal/written communication and listening skills.**
  - **Demonstrate strong problem solving and analytical skills.**
  - **Demonstrate intermediate proficiency in MS Office – Word, Excel, and Outlook.**
  - **Demonstrate ability to understand the nature and rationale of data; to analyze and manipulate data in various technical formats to generate information essential to business needs.**

### **Requirements include:**

- Bachelor's degree in Business, Health Administration, Marketing, Finance or related field required or equivalent including any combination of academic education, professional training or work experience, which demonstrates the ability to perform the duties of the position.
- At least three (3) years experience in cross-functional business analysis and reporting.

FamilCare is proud to be an equal opportunity, affirmative action employer. To ensure that we continue to hire competent, ethical and trustworthy individuals, all candidates must successfully complete a thorough background investigation and drug screen prior to receiving any offer of employment from FamilyCare.

To apply, please email your cover letter and resume with salary requirements to: [jobs@familycareinc.org](mailto:jobs@familycareinc.org).