

---

## Plexis Healthcare Systems, Inc.

---

### POSITION DESCRIPTION

POSITION TITLE: Business Analyst DEPARTMENT: CC: Professional Services–  
Level I – III

CLASSIFICATION: Full Time/Exempt Status APPROVED BY: Matt Stenson

---

### REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director of Professional Services  
POSITIONS SUPERVISED: May lead, direct and supervise the work of others

---

### POSITION PURPOSE

The Business Analyst is responsible for conducting requirement-gathering sessions, identifying software functionality gaps, writing detailed requirement specifications by analyzing specific business processes and user requirements, as well as recommending and testing specific software configurations and workarounds to meet client objectives.

This position works in a team environment on a client/project basis and is required to travel to client sites as needed and/or participate in (or lead) conference calls with the appropriate team members.

---

### ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Visit client sites to collect business requirements for claims processing, premium billing, electronic data interchange (EDI) and all related functions included in our software.
  - Conduct requirements gathering sessions including managing group dynamics.
  - Lead communication and information flow between client and Plexis project teams.
  - Work with various departments within Plexis as a member of the project teams.
  - Analyze client's business requirements and develop proposed implementation specifications for running their business under Plexis software.
  - Identify software functionality gaps in the implementation and suggest approaches for developing solutions.
  - Create workflows, data diagrams, and other industry standard documents to represent client's business processes.
  - Write specification documents for requirements, implementation, and gap analyses.
  - Configure, test and demonstrate functionality in Plexis software products to illustrate how client business processes and objectives can be supported by Plexis software products.
  - Research and maintain industry knowledge through web-sites, seminars and training sessions
  - Depending on need, may act as backup or lead resource for training and design on Plexis software products.
- 

### DEVELOPMENTAL FOCUS:

#### Business Analyst I

- Level 1-2 Foundation skills
- Solid functional area knowledge (level 1-2)
- Basic IT and Healthcare knowledge
- Other PEDACS requirements may apply

#### Business Analyst II

- Level 2-3 Foundation skills
- Solid functional area knowledge (level 2-3)
- Solid IT and Healthcare knowledge
- Other PEDACS requirements may apply

#### Business Analyst III

- Level 2-3 Foundation skills
- Solid functional area knowledge (advanced if pursuing technical track) (level 2-3)
- Solid IT and Healthcare knowledge
- Developing project or department management skills (level 0-1)
- Other PEDACS requirements may apply

### PERFORMANCE MEASUREMENTS:

Applies to Business Analyst at all levels:

- Thorough knowledge of Plexis products
- Initiative to seek out and learn essential information for position (Plexis products, BA functions and policies at Plexis, and client specific information for assigned clients)
- Self-starter and independent worker both at the office and at client sites
- Timely and consistent response/turn around of requirement documentation
- Quality documentation that can be turned over to the design team as the basis of the functional specification document
- Professional business communications (verbal, written and professional appearance)
- Conflict resolution
- Multi-tasking and successfully prioritizing daily duties with special projects
- Client/Customer/Staff satisfaction
- Demonstrates positive attitude toward company products and employees
- Promotes cooperative behavior and team efforts
- Maintain regular attendance for normally scheduled hours

#### Business Analyst I:

Performs simple and moderately complex tasks independently; successfully prioritizes tasks and consistently delivers quality work, on-time; proven ability to take on additional responsibilities; demonstrates appropriate knowledge and proficiency to identify gaps and capture client requirements; works successfully in a team environment; demonstrates strong communications and rapport with clients; excellent core value performance

#### Business Analyst II:

Performs complex tasks independently; successfully prioritizes tasks and consistently delivers quality work, on-time; proven ability to take on additional responsibilities; demonstrates excellent communications and rapport with clients; demonstrates excellent documentation skills; demonstrates high level business process knowledge and proficiency to identify functionality gaps and capture client requirements; demonstrates leadership in a team environment; sustained excellent core value performance

#### Business Analyst III:

Performs a variety of complex project tasks independently; successfully prioritizes tasks and delivers exceptional quality work, on-time; proven ability to take on additional responsibilities; demonstrates exceptional level of understanding business processes and proficiency in identifying functionality gaps; demonstrates creativity, logic, and appropriate knowledge to capture client requirements; effectively manages portions of projects; motivates and mentors others; contributes to proposal efforts; demonstrates outstanding communications and rapport with clients; demonstrates outstanding interpersonal, communication, organizational and documentation skills

---

## QUALIFICATIONS

- College degree in computer information systems, technical writing, or related discipline or equivalent work experience.
  - Write simply, clearly, and concisely
  - Self-starter and independent worker
  - Professional appearance and demeanor
  - Interact well with people at all levels
  - Creative imagination to develop original implementation solutions.
  - Strong analytical aptitude to derive workflows, data elements, processing rules, and relationships.
  - Willing and able to travel frequently
  - Self-motivated, self disciplined, self-directed and results-oriented
  - Knowledge of MS Word & Excel, SQL, and VISIO
  - Software design and development methodologies
  - Business modeling experience using UML or other industry methodologies
  - Analytical, motivated and highly organized
  - Excellent written and verbal communication skills
  - Knowledge of healthcare claims processing industry practices
  - For analysts focusing on EDI Implementations:
    - Knowledge of EDI industry practices, EDI workflow, tools, terminology and approaches
    - Ability to analyze database setup and data files
    - Ability to identify and implement workable client solutions outside of core application software, as appropriate
- 

## PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

- Ability to access input and retrieve information from a computer to produce typed copy.
  - Capacity to communicate adequately, in person or via telephone, in a manner, which can be understood by those with whom the Business Analyst is speaking.
  - Capability of dialing or otherwise using a telephone to place and receive telephone calls.
  - Willingness and capability to come and go from the work area repeatedly throughout the day as is necessary.
  - Willingness and capacity to sit or stand for minimum periods of one hour at a time.
  - Willingness and ability to travel using airplane, train, or automobile transportation
  - Capacity to pick up, leaf through and read books and files and other materials.
  - Willingness and ability to maintain regular attendance for normally scheduled hours, to work overtime and to be flexible to work other shifts as necessary (i.e., potential weekend schedule).
- 

## WORKING CONDITIONS

Ability to tolerate, use, work with, in, or under:

- Florescent lighting
- Recycled air
- VDTs
- Semi-enclosed areas
- Central heating and air conditioning
- Office noise

The key physical requirements for this position include the ability to move freely through an office environment; use of standard office equipment including PCs, Fax Copiers and Phone Systems. Auto, train and possible Air travel to client locations may be required.

---

## MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

- Software engineering functions are efficient, effective, and conducted in accordance with department policies and procedures, and with applicable laws
  - Engineering policies and procedures are regularly reviewed and followed.
  - Management is appropriately informed of any significant problems
  - Suggestions for improved efficiency and effectiveness are provided
  - Required reports and records (including time entry) are accurate and timely
  - Good communication and effective working relations exist with related departments
  - The company's professional reputation is projected in all documentation
  - Successfully prioritizing tasks and meeting project deadlines
  - Working independently when required
  - Working successfully in a team environment
- 

## INTENT AND FUNCTION OF JOB DESCRIPTION

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal systems and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities and requirements delineated be interpreted as all inclusive. Supervisors as deemed appropriate may assign additional functions and requirements.*

*In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*

---

Sign: \_\_\_\_\_

Date: \_\_\_\_\_

