



Job Description	
Job Title:	Operations Analyst
Reports to:	Senior Manager, Operations Systems and Compliance
FLSA Classification:	Non-Exempt
General Description: The Operations Analyst is responsible for performing a number of key operational functions related to assuring the integrity and accuracy of exchange data, document storage and assessment management, and other activities necessary for the reliable and accurate functioning of the health information exchange. Responsible for the coordination and execution of one or more business processes.	
Duties and Responsibilities: <ul style="list-style-type: none">• Provide input and implement revisions to existing operational workflow processes in response to operational, stakeholder, or user needs that are compliant with HEALTHeLINK Policies• Provide assistance with issue resolution• Perform daily data management and validation functions from the clinical data sources to manage the integrity of the MPI (Master Patient Index) and sMPI (State Master Patient Index) and the accurate attachment of clinical results to the appropriate patient• Manage the organization, administration, and accessibility of documentation• Participate in testing efforts to validate the functional operation of the exchange• Submit and update tickets related to issues and tasks• Assure patient PHI data that is handled within HEALTHeLINK is operationally secure and done so in a manner compliant with HEALTHeLINK Policies• Create reports as requested• Provide operational support to the users of the services and the clinical data sources• Interact with vendors related to operational processes and support• Participate in HEALTHeLINK projects as requested• Participate in HEALTHeLINK community events• Collaborate with other departments and members of the HEALTHeLINK Team as needed• Other duties as assigned	

**Knowledge and Skill Requirements:**

- Previous experience in the reliable execution of daily data management functions in a healthcare environment required
- Familiarity with accessibility standards and best practices for ensuring digital content is usable by individuals with disabilities preferred
- Knowledge of medical provider clinical and office environment preferred
- Experience with work environments subject to HIPAA regulations preferred
- Ability to assess operational and user needs, and design and document operational processes to serve those needs
- Demonstrated ability to consistently and reliably perform duties in a timely fashion
- Demonstrated ability to analyze complex situations, identify key issues, and develop innovative solutions aligned with organizational goals
- Self-starter requiring limited supervision for the planning and execution of daily duties and responsibilities
- Excellent communication skills, both written and verbal
- Knowledge of computers and Microsoft Office Software
- Ability to work independently under pressure to meet deadlines and company goals

Experience and Education:

- Associate's Degree or equivalent required
- Bachelor's Degree or higher preferred

Security and Privacy Roles:

- Workforce Member

Security and Privacy Responsibilities:

- Read and acknowledge the HEALTHeLINK Security & Privacy Policies
- Implement the HEALTHeLINK Security & Privacy Policies that apply to your roles
- Follow applicable HEALTHeLINK Security & Privacy Procedures that apply to your roles
- Report suspected privacy and/or security incidents promptly to management; participate in incident response if needed
- Complete all training as required by the HEALTHeLINK Training Curriculum

Physical Requirements:

The physical demands are representative of those that must be met to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Light physical effort in an office environment
- Frequent computer use / data entry; repetitive motions of the wrist, hands, and/or fingers
- Must have close visual acuity to perform activities such as: preparing and analyzing data and figures; transcribing; and viewing a computer
- Ability to receive detailed information through oral communication
- Must be able to lift up to 20 pounds (files, paper boxes) periodically
- Primary sedentary work with occasional bending and reaching



I have reviewed and understand this job description and believe it to be accurate and complete. I understand the Management of HEALTHeLINK retains the right to change the job description as it deems necessary. I will follow and adhere to my job description.

Employee Signature:

Date:

The above job description is not a contractual or binding document; it is provided as a guide to the types of duties required to be undertaken. Duties may vary from time to time and this description is subject to review. Modifications will be made as needed to support changes in the business climate and requirements.