



Job Code: 9299

Grade: 20

HCWR: N

Job Title

Business Process Analyst

Department

Cook County Health

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Business Process Analyst will conduct analysis and document business requirements during project discovery. Leads ongoing reviews of business processes and develops optimization strategies. Develops documentation, including workflows, diagrams, business requirements, and standard operating procedures to illustrate project requirements or process improvements. Meets with team to discuss findings, propose resolutions, and integrate requirements into project implementation. Collaborates with team to implement process improvements and supports project testing to ensure changes were implemented to written specifications.

Typical Duties

- Researches, gathers, and translates information into business requirements during project discovery to ensure successful implementation.
- Investigates regulatory guidance, contracts, policies, and procedures, and other documentation to support business requirements analysis.
- Gathers critical information from meetings with various cross-functional stakeholders to produce useful reports and business requirements.
- Develops business requirements documents (BRDs), workflows, and data flows to support program design.
- Leads ongoing reviews of existing and proposed business processes to streamline and develop optimization strategies.
- Conducts meetings and presentations to share ideas, findings and proposed solutions.
- Documents and effectively communicates the results of research efforts.
- Communicates and translate insights, requirements, and plans to cross-functional team members and plan leadership.
- Evaluates required resources and multiple options with various costs to meet a required goal.
- Ensures proposed solutions meet business needs and requirements during project implementation.
- Performs user acceptance testing, as required.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree in business, public health, public policy or related field
- Three (3) years of business analysis experience in managed care or in health care administration
- Proficient in Microsoft applications including Word, Excel, PowerPoint, Visio, and Outlook



Preferred Qualifications

- Prior experience creating detailed reports and giving presentations
- Lead business analysis role in large-scale systems implementations or business enhancement projects.
- Prior experience utilizing an industry-recognized business analysis framework, such as the Business Analysis Body of Knowledge (BABOK).

Knowledge, Skills, Abilities and Other Characteristics

- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Exceptional analytical and conceptual thinking skills
- Advanced technical skills and experience with developing requirements for complex enterprise-wide projects
- Excellent planning, organizational, and time management skills
- Fundamental analytical and conceptual thinking skills
- Ability to influence stakeholders and work closely with them to determine acceptable solutions
- Ability to manage competing priorities
- Proven track record of following through on commitments
- Proven history of leading and supporting successful projects

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.