



Job Code: 9413

Grade: 21

HCWR: N

Job Title

Business Intelligence Analyst

Department

Business Intelligence

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

Job Summary

The Business Intelligence Analyst will perform a wide variety of analytical and administrative duties in support of the Business Intelligence (BI) Department. The typical duties will consist of, but not limited to, data entry, data collection, data extraction, data validation, data analysis and interpretation. This role will have knowledge of all CCH data sources and ensure data use is maximized at CCH. He/She/They will work with members of the Business Intelligence team as well as other departments within CCH to support strategic initiatives of the health system. This position will play a critical role in the data governance program at CCH by maintaining reference documents including system definitions, system data sources, assisting in training and more. In addition, this position will provide administrative support, as needed.

Typical Duties

- Collects, analyzes and interprets data and produces management reports (utilizing current software and/or applications) to support strategic initiatives.
- Oversee timekeeping functions, verifies attendance records, maintains employee benefit time-off request records; consults with supervisor regarding time and attendance discrepancies; Troubleshoots payment/benefit time errors with payroll department.
- Assists the Director of Decision Support with development and management of department budget.
- Initiates, coordinates and monitors purchasing, payment & contract processes.
- Coordinates department/division meetings, prepares agendas and minutes; creates and maintains meeting documentation in electronic and/or paper files.
- Works routinely and collaboratively with Information Technology department to troubleshoot data, process and/or documentation issues.
- Ensures consistency of system metrics among different departmental dashboards and reports.
- Validates existing and new dashboards, identifies and troubleshoots any concerns with respective areas.
- Supports the data governance program by updating and maintaining system-level reference documents
- Detects trends, data abnormalities and patterns.
- Supports day to day operations of the BI team, manages BI request website and queue.
- Compiles data from multiple disparate sources into actionable, executive-level dashboards, reports and PowerPoints.
- Manages and/or participates in special projects.
- Performs other duties as assigned.



Minimum Qualifications

- Bachelor's degree from an accredited college or university and three (3) years of high-level administrative analytics experience such as developing dashboards supporting a department head or a senior leader
- Prior experience validating and analyzing raw datasets
- Prior experience developing executive level dashboards, reports and powerpoints
- Must be able to meet the Intermediate proficiency level using Microsoft Office (Word, Excel, PowerPoint, SharePoint, forms)
- Prior work experience working with healthcare data within a hospital, healthcare payer or health care services organization
- Must be able to work in the evenings and on the weekends, as needed

Preferred Qualifications

- Prior experience generating queries within Microsoft SQL
- Prior experience generating dashboards in Tableau and Microsoft reporting tools
- Previous certification in visualization course
- Prior experience working in a data governance program

Knowledge, Skills, Abilities and Other Characteristics

- Excellent verbal and written communication skills
- Demonstrate analytical and organizational, problem-solving, critical thinking skills
- Demonstrate attention to detail, accuracy and precision
- Ability to prioritize, plan, and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to adhere to department policies and standards utilizing best practices
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team
- Ability to manage multiple projects/requests simultaneously
- Ability to work in the evenings and on the weekends, when and as needed

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.