athenahealth

Technical Project Analyst Intern JD

Do you want to play a hands-on role in improving the healthcare ecosystem? We are the Build team, within Integration Services, and we are looking for a Technical Project Analyst in Chennai to do exactly that.

What it is really like to work here:

At the nexus of healthcare systems, we manage the build, support, and maintenance of a variety of integrations for our clients, but what lies beneath is a focus on technical scoping, testing, documentation, and support. Through our daily interactions with product, onboarding and client support teams we both create and support the interconnective web that empowers our clients to succeed. Our team values empathy and a team-based approach along with an appetite for learning and growth as we collaborate cross-functionally with both client facing and product development teams to implement and support healthcare interoperability. We believe that success is a team effort and strive to provide opportunities for our employees to meet their goals.

You are:

- An analytical thinker who can make sense of complex, high quantity and sometimes contradictory information to effectively solve problems
- Able to balance stakeholders by anticipating and balancing the needs of multiple perspectives
- A nimble learner who actively learns through experimentation when tackling new problems, using both successes and failures as learning fodder
- A technical problem-solver who is skilled at gathering data, asking questions, and establishing actionable measures of success to ensure we are solving the right problem in the most effective way
- Proactive and have a desire to work in healthcare and make a difference. You can identify and define business opportunities that are actionable and can help achieve improved value and outcomes
- Not afraid to get technical, enjoy being exposed to several tools like Salesforce and various layers of technical integration components (HL7, SMOMED Codes, ICD Codes, Data migration framework). You want to familiarize yourself with Agile product development and operate within a LEAN environment.
- A team player who enjoys working within a team and collaborating cross-functionally.

Position Summary:

The successful Analyst will combine problem- solving, data- analysis, and technical skills to identify, quantify and solve data integration problems. Analyst will develop expert-level knowledge on Athenahealth's products and service levels to support workflows and projects aimed at improving the efficiency and growth of athenahealth's interoperability network and use this knowledge to deliver actionable solutions to stakeholders. A successful Analyst is responsible for supporting data integration and automation aimed at

improving the effectiveness and efficiency of Integration Services' technical operations. The Analyst is responsible to maintain appropriate quality standards. The Analyst proactively uses analysis, problem solving, and networking to identify new project opportunities that align with the goals of the team and will actively collaborate with different team members across geographies within athenahealth's teams as and when required. This position reports directly to the Operations Manager in Chennai, India.

Essential Functions (Duties and Responsibilities):

- Carrying out day to day operations involving extraction, matching and importing of client's reports/data using pre-defined procedures and systems.
- Manage projects for onboarding and work as liaison between client and operations to meet critical timebound deadline.
- Communicate with Vendors, Clients and athenahealth stakeholders to convey the project status and timelines
- Manage a high volume of projects and tasks with competing priorities
- Research and incorporate technical, functional and QA requirements to integration projects
- Identify operational inefficiencies and process breakdowns; contributing to the design of solutions to address the same
- Analyzing and resolving issues related to connectivity and electronic data interchange
- Collaborating with cross-functional teams to develop novel solutions to operations problems
- Collaborate with internal stakeholders (including Customer Success Managers, Program Managers, Product, and Development) to ensure ambulatory interface engineering engagements and implementations are successful.
- Continually reflect on team operations and processes to identify potential areas of improvement.

Qualification/Skills Required

- Bachelor's/Master's degree in Engineering, Computer Science, Science, Statistics, Management or other quantitative fields.
- Strong communication skills and an ability to effectively engage with members of geographically disparate teams in India and the US.
- Excellent logical, analytical and problem-solving skills
- Exposure to data hygiene tools and best practices.
- SQL Knowledge (preferred). Understanding of schema table's structure.
- Mastery of MS Office and the ability and desire to advance one's technical skill set
- Ability to work in a collaborative environment to get the desired results.
- Creative and inquisitive demeanor.