

## **Preferred Health Care Job Description**

**Job Title:** Database Analyst/Programmer  
**Department:** Administrative  
**Reports To:** Vice President of Operations

### **SUMMARY**

Responsible for guiding the overall system process improvement, systems integration, client/sales, and customer service reporting activities of the company. Focus includes improved operating efficiency and improved access to data. Responsible for system data analysis and training, computer interface, technical support, and problem solving. Also, requires internal departmental communication skills. This position has heavy emphasis on MS Access, Visual Basic, SQL, HTML, JavaScript, ASP.net and programmatic manipulation of Microsoft office products. Tasks include database management, development, and troubleshooting, data manipulation, and data analysis.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following.

- Oversight of all operating systems as assigned by Vice President of Operations. Responsible for system enhancements, improved activity to meet established goals.
- Evaluates process inefficiencies. Recommends changes in programs, routines, and quality control standards to improve overall efficiency and inter- departmental communication.
- Oversight of all company reporting and development of report request procedures.
- Directs training or trains workers to operate computer and peripheral equipment.
- Confers with system vendors to test new and modified programs.
- Directs operation of computer to execute program, and observes operation to detect error or failure in progress of program.
- Consults with supervisor about problems such as equipment performance, output quality, and maintenance schedule.
- Establishes and maintains group benefit parameters in the system, orders and tests system updates and creates client reports as needed.
- Performs system functions and software support, such as updating and editing of client and provider information databases, including responsibility of departmental technical support and report generation as required.
- Develops and maintains a complete understanding of client requirements and group benefit parameters and utilizes knowledge as appropriate in data management and review process.
- Develops and maintains various Access databases for Claims Administration, Provider Credentialing, Customer Service, and Medical Services Department/
- Other duties as assigned by the Vice President of Operations.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**TECHNICAL SKILLS**

**Languages:** SQL, PL/SQL, VBScript, Java, Java Script  
**Applications:** Crystal Reports, SQL\*Plus, Excel, VISIO,  
**Database Systems:** Oracle, MySQL, Access

**EDUCATION and/or EXPERIENCE**

Bachelor's Degree and 2-3 years combined experience in technical and managed health care environment.

**LANGUAGE SKILLS**

Ability to read and interpret claims/quality management/clinical documents and written procedure manuals. Able to create and present training programs around process efficiencies, customer service file and the like.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, and percentages.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or scheduled form.

**PHYSICAL DEMANDS**

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

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job is performed in a fast – paced, performance oriented, office setting. At times, employee will need to interact with difficult members and/or providers.

The noise level in the work environment is usually quiet.

Department Manager Approval:	Approved by:
Title:	Title:
Date:	Date: