Business Support Analyst

SALARY INFO:
Salary Range: $43,268.09-$59,143.00
Pay Grade: K

AGENCY SUMMARY:
The Georgia Department of Community Health (DCH) is one of Georgia's four health agencies serving the state's growing population of almost 10 million people. DCH serves as the lead agency for Medicaid, oversees the State Health Benefit Plan (SHBP), and includes Healthcare Facility Regulation, impacting one in four Georgians. Through effective planning, purchasing and oversight, DCH provides access to affordable, quality health care to millions of Georgians, including some of the state's most vulnerable and under-served populations. Six enterprise offices support the work of the agency's four program divisions. DCH employees are based in Atlanta, Cordele and across the state.

JOB SUMMARY:
The Performance Management Office (PMO) is an enterprise office within DCH which seeks to aid the agency in making the most efficient use of Care Management Organizations (CMOs) by providing quality data services to supported Divisions within DCH. DCH is currently seeking qualified applicants for a full-time **Business Support Analyst** for the **Performance Management Office**. This is a hybrid position that requires in-office and remote work with the approval of the supervisor. The days and frequency in the office can change at any time during employment based on the business needs of the organization.

Under supervision, the Business Support Analyst will act as part of a collaborative team who supports the PMO Data Analytics Tasks. The Business Support Analysts will work with other data driven departments, divisions, and outside agencies to drive the PMO mission and take responsibility for the gathering and analysis of data related to the use of partner CMOs.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Gathers and analyzes data on CMO Performance.
2. Breaks down projects into manageable tasks and sets timeframes for each task.
3. Implements established methodologies for collecting and analyzing data related to CMO performance.
4. Develops visual dashboards for Performance Management metrics.
5. Monitors project schedules.
6. Breaks down projects into manageable tasks and sets timeframes for each task.
7. Maintains and coordinates schedules of meetings and calendars of PMO team.
8. Compiles meeting notes and distributes to appropriate parties as necessary.
9. Provides complex administrative support to PMO Team.

MINIMUM QUALIFICATIONS:

- Associate's degree in communication, English, or public relations from an accredited college or university **AND** two (2) years of experience related to area of assignment
  OR
- One (1) year of experience at the lower level Busi Support Analyst 1 (GSP130)

Note: *An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.*

PREFERRED QUALIFICATIONS:
Preference will be given to candidates who, in addition to meeting the minimum qualifications, demonstrate some or all of the following skills /experience.

- Previous business analysis, business process modeling/gathering, reviewing experience
- Familiarity with report development and working in a team environment
- Medicaid experience a plus either with systems or programs
- Excellent excel skills