



Implementation Analyst Job Description

JOB TITLE: Implementation Analyst
DEPARTMENT: Implementation Services
REPORTS TO: Lead Implementation Analyst, Vice President of Operations
DATE: December 17, 2009

Position Summary:

Primary responsibility is to coordinate the implementation of interfaces with a wide range of electronic medical record/electronic health record systems on behalf of our clients. Incumbent will perform a range of duties including, but not limited to: following the established project plan, documenting progress, issues, changes, and other required metrics for each project, performing clinical testing and validation, and hosting project status calls. Incumbent is also responsible for post-implementation support and troubleshooting of completed projects.

Duties and Responsibilities:

1. Utilize the software tools, policies, and guidelines available to concurrently drive multiple projects to completion on time.
2. Execute approved interface test plan, which may include any or all of the following: ordering, accessioning, and resulting of clinical tests within the client application(s).
3. Articulate recommendations to both internal and external project team members on how to resolve issues discovered during validation of the interface test plan.
4. Effectively communicate status of assigned projects both verbally and in writing to management.
5. Effectively communicate roadblocks, and identify mitigation strategies for project risks, escalating at-risk projects to management.
6. Work with project team members to facilitate harmonious interaction, acknowledging and appreciating each team member's contribution to assure a successful implementation, being prepared to act as either team lead or team member as required.
7. Responsibly serve as an ambassador for the company, always representing the company and our clients in a professional and goal-oriented manner, identifying and communicating potential new business opportunities.
8. Contribute to the group efforts of the Halfpenny team, work closely with management and peers towards the company's goals and objectives, share ideas on how to improve performance and productivity, and participate in staff meetings, committees, task forces, and on-call teams as needed.
9. The Implementation Analyst will also be responsible for ensuring that quality of work and care of our customer's patients is never compromised and is continually improving.

Job Requirements:

Education and Certification:

1. Bachelor's degree or equivalent combination of college and experience.
2. Medical Technologist certification is highly desired.

Knowledge and Experience:

1. Experience with training, giving presentations, and managing meetings.
2. Demonstrated experience in the development of strategic, logical and creative technical solutions to challenging problems.
3. In depth understanding of a clinical laboratory process and clinical testing methodologies
4. Strong organizational skills, written and verbal communication skills and an attention to detail.
5. Ability to work flexible hours to meet scheduling needs of customers across multiple time-zones.
6. Highly self-motivated, professional, take-charge attitude, with the ability to thrive in a fast-paced and demanding environment with minimal supervision.
7. Proficiency with Microsoft Office required and Microsoft Project helpful.

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8. Ability to interact with all levels of co-workers and clients.

This job description reflects management's assignment of essential functions. It does not prescribe or reflect the tasks that may be assigned.

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