



Position Description – Technical Consultant, Professional Services

Position:	Technical Consultant, Various Levels	Reports To:	Senior Vice President, Professional Services
Location:	Burlington, MA	Date Updated:	04/11/2011

Position Purpose

Venture-backed software firm in the Boston area seeks a seasoned individual to join world class professional services team. The successful candidate will have a deep understanding of systems integration, interfaces, and conversions, and experience deploying an enterprise-class software product in the healthcare payer space. The ideal individual will also have excellent oral and written communication skills and the ability to interface with all levels of the customer organizations. This experience will have come from working for some combination of health plan, software vendor, systems integrator, or consulting organization.

Job Responsibilities

The individual in this role will be responsible for interacting with customers to scope and deliver a wide range of implementation technical services from a functional and design perspective in order to support resulting technical developments. This is not a software or technical development role, instead it is a role intended to support developments by clearly articulating the customer's business needs while continually verifying that the implementation approach and resulting technical developments meet those needs.

Specifically, the individual will engage in a series of working sessions with customers to gather requirements for systems integration to and from the HealthRules product and the rest of the customer's enterprise computing environment and trading partner community. The individual will also work with customers to facilitate large scale and complex data conversions including advising customers on conversion data sourcing, mapping, transformation, and load technical developments; and working with the customer to determine triggering logic and events for the customer's generation of correspondence pieces.

For each technical development, the individual will be responsible for writing user stories to provide a definition of each requirement so that the developers can produce a reasonable estimate of the effort to implement it. The individual will also be responsible creating use cases and usage scenarios.

Using an iterative agile methodology, the individual will work side-by-side with the customer and the developers to create the technical developments throughout a series of rapid iteration deliverables. In doing so, the individual will engage with the customer to demonstrate and test the iterative work product while making sure along the way that the developments meet their needs.

For integration technical developments that the customer creates independent of HealthEdge's development services, the individual will act as a consultant to advise customers on accessing the correct web services, database schemas, and other technical components that are part of the HealthRules product.

Throughout the implementation the individual will act as a customer advocate, working closely with all stakeholders to understand and clearly articulate the customer's business needs as they relate to the technical developments.

Required Experience

The individual in this role must be able to demonstrate excellence and significant experience in the following areas:

- Working knowledge of common healthcare payer system interfaces, data models, and business functions.
- Gathering and defining business requirements as they relate to systems integration, interfaces, and data conversions.
- Writing user stories.
- Defining and developing use cases and usage scenarios.
- Consulting and advising customers in the use of prebuilt web services, database schemas, and other technical components.
- Working with deadlines and against budget provisions for assigned work.

Other Required Experiences

- Four-year degree.
- Participated in delivery of commercial software, either externally procured or internally developed, including exposure and participation in a SDLC, within the healthcare payer space.

Required Professional Attributes

- Integrity.
- Strong analytical and problem solving skills
- Demonstrates strong capacity for understanding and factoring of technical and business information
- Strong written and verbal communication skills
- Ability to learn.
- Ability to collaborate and engender collaboration during all phases of each project.
- The ability to manage a 50% minimum travel commitment

Other Highly Desirable Experience

- Experience working within Scrum Agile software development and/or project management frameworks.
- The ability to train end-users.
- Experience working for a venture backed startup or early stage company.