

Production Support Analyst

Resource would learn to perform the following activities

- Data mapping when new utilization files arrive
- Price Group data mapping
- Chargeback data uploads
- Medicaid and Managed Care file downloads
- Create Reconciliation flat files and other reconciliation assistance
- First line Production Support
- Routine maintenance of Dev and PROD databases
- New client onboarding activities
- Testing that might arise due to Production Support
- Maintain scheduled jobs and trouble shoot any issues

Responsibilities:

- Candidate should take the lead in downloading utilization data, map to correct template and parse to correct pricing groups
- Candidate should take a lead role in trouble shooting day to day applications issues.
- Candidate will be responsible for owning the day to day IT operational processes needed to support our applications.
- Candidate should maintain schedule jobs and perform troubleshoot on processes and resolve all issues (bank files, data loads, outgoing flat files, etc.).
- Candidate should maintain knowledge of applications, enhancements and changes that are rolled out.
- Communicate with business partners, development team and management on production incidents.

Ideal candidates should possess:

- Bachelor's degree is required
- 1-2 years of professional experience is preferred but not required
- Experience in Microsoft SQL Server is a must
- Some exposure to Microsoft .NET technologies would be helpful but not a must-have.
- The successful candidate will be a problem solver who will work to understand the business and how the rules and processes of the business manifest themselves in the applications that they are supporting. Being driven to really dig into an issue and figure out what is happening as well as what can be done to improve the situation is very critical to the role.