



ITSM Analyst

You can make a difference in the lives of millions of people by being part of an organization that's helping improve health care in Colorado!

Position Overview:

The ITSM (Information Technology Service Management) Analyst is accountable for proposing and developing new service management functions and for the maintenance of existing service management functions, including and not limited to Change Management. The role is responsible for general Quality Assurance activities, including and not limited to implementing test plans, testing the quality of software products (internal and external), and assisting in the design of methods and procedures for use by QA and Operations staff to ensure all systems are meeting minimum company standards and end user requirements. The ITSM Analyst will report to the Quality Assurance Director and interacts heavily with other CORHIO teams.

Responsibilities:

- Works to inform an ITSM roadmap and helps to provide input into prioritization of needed functions and appropriate timing.
- Packages prioritized service management pillars to include development, implementation and ongoing maintenance.
- Performs operational management of the Change Management and other existing service management functions. Schedules, plans for, facilitates, and documents all Change Advisory Board meetings. Responsible for updating any necessary documentation as required for the CAB.
- Performs industry research and proposes approaches for new service management functions.
- Develops all aspects of new service management functions, including and not limited to functional requirements, documentation, system/tool design, measure and reporting, audit plan, and organizational roll out.
- Collaborates with all applicable teams, to include the Product Development and the Project Management teams, to ensure the effectiveness and quality of the components and systems developed.
- Contributes to the writing of test plans, test scripts, and documentation of QA standard procedures
- Executes and evaluates results of manual or automated test cases and scripts and reports test results.
- Isolates, replicates, and reports defects and verifies defect fixes.
- Using available data, conducts continual service improvement efforts around relevant pillars of ITSM. Works to communicate findings and build support to implement proposed changes.

- As applicable, after hours may be necessary to support after hours deployments, changes or major incident response

Skills/Qualifications:

- Bachelor's degree in a relevant major
- ITIL® Foundation Certificate in IT Service Management
- Experience: 2+ years in ITSM performing the above functions with proven results
- Relevant QA technical experience performing the above functions with proven results
- Technical experience with databases and system design
- Ability to execute, and document test plans, test cases, and test scripts
- Strong documentation skills.
- Intermediate analytical and deductive reasoning skills.
- Strong facilitation and conflict management skills
- Strong written, verbal, and group communication skills
- Collaborator, self-starter, and process oriented
- Ability to multi-tasking skills and the ability to effectively balance the needs of multiple initiatives in parallel
- Exceptional attention to detail
- Highly organized.
- Creativity and flexibility in managing multiple issues simultaneously
- Demonstrated collaboration with other work groups to solve complex issues
- Experience with healthcare systems is a plus.

Work Environment

Typical office setting; the CORHIO office is in Cherry Creek area of Denver, near the intersection of Colorado Blvd. and Cherry Creek Drive South.

Total Compensation

Competitive salary and benefits package. CORHIO's benefits package includes an annual cafeteria plan allowance that allows employees to elect various offerings and tailor the plan to best suit their personal needs. CORHIO employees are eligible to participate in the company's 403b plan. In addition, employees are provided annual Personal Time Off, Short and Long Term Disability, and Life Insurance. NOTE: No relocation monies are available

To Apply

E-mail resume, cover letter, and salary requirements to [hiring@corhio.org](mailto: hiring@corhio.org) (include position title in Subject). **No phone calls please.** **ABSOLUTELY NO RECRUITERS!**

About CORHIO

Improving health through enhanced use of information technology and data exchange is the heart of what we do. We manage one of the country's largest and most successful health information exchange (HIE) networks, provide advisory services that help healthcare professionals effectively use technology and improve care delivery, and supply health plans and accountable care organizations (ACOs) with valuable data that enhance analytics and population health programs. As an independent, nonprofit organization, we are dedicated to serving all of Colorado's healthcare stakeholders.

Our Mission: CORHIO empowers people, providers, and communities by providing the information they need to improve health.

Our Vision: Harnessing the power of data for health and vitality.

Our Values:

Building Community through Collaboration

Pursuing Innovation with Determination

Making a Commitment to Excellence through Life-Long Learning

Deliberately Creating a Fun and Respectful Environment

Delivering with Integrity and Accountability

CORHIO is an equal opportunity employer (EOE). CORHIO may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a condition of employment.