



Alameda County Care Connect Data Services Team
is recruiting for an **Information Systems Coordinator**.

Alameda County's Whole Person Care Pilot

In October 2016, the State of California announced that Alameda County Health Care Services Agency (HCSA) had been awarded more than \$140 million by the California Department of Health Care Services for an ambitious and innovative program that aims to improve health outcomes for the homeless and other high utilizers of health care services while reducing avoidable costs.

The program, known as AC Care Connect, focuses on people experiencing homelessness; people who are high utilizers of multiple systems, including emergency services, hospitalizations, and law enforcement; and people with complex conditions who need care coordination across multiple systems in order to obtain good treatment outcomes. An estimated 20,000 people will be touched over the four years of the program.

Our Mission

AC Care Connect is committed to strengthening a system of care that works together to deliver consumer centered care and supporting high need individuals (the people of Alameda County who face highly complex physical, behavioral, and social challenges) to achieve optimal independence and health.

HOW TO APPLY

Please submit a cover letter and completed County of Alameda Job Application to:
ACCareConnectJobs@acgov.org

The application template is available online on Alameda County's On-Line Employment Center at:

www.jobaps.com/alameda

New users can click on "New User Registration" to fill out an application template. Once the application is completed, candidates can click on the "Review" tab to "Print My Application". A PDF version of the application or digital scan of the completed application can be submitted to the email address above.

Learn more about Alameda County Care Connect
<http://accareconnect.org/>

Information Systems Coordinator Research & Analytics Division

**Provisional-Project Position*

Minimum Qualifications:

Education: Possession of a Bachelor's degree from an accredited college or university with a major in MIS, Computer Science, Computer Engineering or equivalent.

Experience: The equivalent of three years full-time experience in planning, developing and administering multiple, complex information technology systems and applications, which included at least two years experience planning, implementing or overseeing the utilization of automated information systems in support of operational activities.
([Link](#) to Information Systems Coordinator County classification)

Pay Rate: \$43.09—\$57.68 hourly; compensation commensurate with experience.

Overview: The Information Systems Coordinator (ISC), in the Research and Analytics division of Data Services, will manage the technology and processes responsible for accurate data collection, processing, modeling, and analysis. The ideal candidate has a knack for seeing solutions in sprawling data sets and the business mindset to convert insights into strategic solutions for modern challenges facing indigent health care. The ISC will work closely with leaders across multiple agencies and departments to support and implement high-quality, data-driven decisions. They will ensure data accuracy and consistent reporting by designing and creating optimal processes and procedures for analytics employees to follow. They will use advanced data modeling, predictive modeling and analytical techniques to interpret key findings from multiple datasets and leverage these insights into initiatives that will support better client outcomes. The right person for the job will apply their exhaustive knowledge of data analysis to solving real-world problems faced by our clients and finding opportunities for improvement across multiple projects, teams and business units.

Provisional-Project Appointments: *For a **provisional project appointment**, a civil service exam is not required. However, to obtain a regular position, the appointee will need to compete successfully in a County Exam when open. This is also a project position and project positions are generally for a specific duration. Candidates for the project positions must meet the minimum qualifications for this position.*

*****Please see additional position information on following page.**

RESPONSIBILITIES:

- Lead cross-functional projects using advanced data modeling and analysis techniques to discover insights that will guide strategic decisions and uncover optimization opportunities.
- Build, develop and maintain data models, reporting systems, data automation systems, dashboards and performance metrics support that support key business decisions.
- Design and build technical processes to address business issues.
- Oversee the design and delivery of reports and insights that analyze business functions and key operations and performance metrics.
- Ensure accuracy of data and deliverables of reporting employees with comprehensive policies and processes.
- Manage and optimize processes for data intake, validation, mining and engineering as well as modeling, visualization and communication deliverables.
- Examine, interpret and report results of analytical initiatives to stakeholders in leadership, technology, sales, marketing and product teams.
- Oversee the data/report requests process: tracking requests submitted, prioritization, approval, etc.
- Develop and implement quality controls and departmental standards to ensure quality standards, organizational expectations, and regulatory requirements.
- Anticipate future demands of initiatives related to people, technology, budget and business within your department and design/implement solutions to meet these needs.
- Organize and drive successful completion of data insight initiatives through effective management of analyst and data employees and effective collaboration with stakeholders.
- Communicate results and business impacts of insight initiatives to stakeholders within and outside of the company.

QUALIFICATIONS:

- Working knowledge of data mining principles: predictive analytics, mapping, collecting data from multiple data systems on premises and cloud-based data sources.
- Strong SQL skills, ability to perform effective querying involving multiple tables and subqueries.
- Understanding of and experience using analytical concepts and statistical techniques: hypothesis development, designing tests/experiments, analyzing data, drawing conclusions, and developing actionable recommendations for business units.
- Experience and knowledge of statistical modeling techniques: GLM multiple regression, logistic regression, log-linear regression, variable selection, etc.
- Experience writing advanced Python/R/SAS/SPSS or Stata code statements.
- Experience working with and creating databases and dashboards using all relevant data to inform decisions.
- Experience using analytics techniques to contribute to company growth efforts, increasing revenue and other key business outcomes.
- Strong problem solving, quantitative and analytical abilities.
- Strong ability to plan and manage numerous processes, people and projects simultaneously.
- Excellent communication, collaboration and delegation skills.
- Proficient and experienced with the following tools/programs:
 - ♦ Strong programming skills with querying languages: SLQ, etc.
 - ♦ Experience with big data tools: Teradata, Aster, Hadoop, etc.
 - ♦ Experience with testing tools such as Adobe Test & Target
 - ♦ Experience with data visualization tools: Yellow Fin, Tableau, Raw, chart.js, etc.
 - ♦ Experience with Adobe Analytics and other analytics tools
 - ♦ Python or other programming languages