Alameda County Care Connect Team
is recruiting for the following position:

◊ **Information Systems Analyst**

Alameda County's Whole Person Care Pilot

Under general direction, the ISA will analyze department business system needs, and produce, maintain and work with technology vendor to update software systems to meet those needs. The ISA will be responsible for gathering requirements, defining problems and recommending solutions, writing database design specifications, modifying existing systems and providing production support for users and their systems.

Distinguishing Features:
The candidate will be competent to work independently in developing, testing, implementing, and maintaining software systems and programs.

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.jobapscloud.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 listed above.

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

The Position

The County classification for this position is Information Systems Analyst. See this link to ISA classification.

Minimum Qualifications:

Education: The equivalent to graduation from an accredited four-year college or university (120 semester units or 180 quarter units) with a major in MIS, Computer Science, Computer Engineering or equivalent.

AND

Experience: The equivalent of two years of full-time experience in planning, developing and administering complex information technology systems and applications.

OR II

Experience: The equivalent of three years of full-time experience in planning, developing and administering multiple, complex information technology systems and applications.

Certification: Professional Certification as a Microsoft Certified Solution Developer, Sun Certified Java Programmer, Sun Certified Java Developer or equivalent can be substituted for one year of experience.

Pay Rate: $45.25 - $60.64 hourly; compensation commensurate with experience.

***Please see specific position information on following pages.**

System Analyst / Information System

Job Description:

Under general direction, the ISA will analyze department business system needs, and produce, maintain and work with technology vendor to update software systems to meet those needs. The ISA will be responsible for gathering requirements, defining problems and recommending solutions, writing database design specifications, modifying existing systems and providing production support for users and their systems. The ISA will also prepare instructional material for Care Connect Program staff or Community Based Organization users, acts as project manager on projects; and performs related duties as required.

Distinguishing Features:

The candidate will be competent to work independently in developing, testing, implementing, and maintaining software systems and programs. Activities include analyzing information business requirements, preparing specifications, designing logic flow diagrams, file structures, reports, forms and menus, performing quality assurance testing, and developing system documentation.

List of duties:

- Performs business systems analysis appropriate to Alameda County Care Connect Community Health Record (CHR) and Social Health Information Exchange (SHIE) specific needs.
- Work with Alameda County's Homeless Management Information System (HMIS) named Clarity to develop report using Looker BI tool as needed for SHIE and CHR.
- Consults with Care Connect program staff and community-based users to discuss and define business technical solutions. Determines methodology to solve different use cases including specific reporting and analytics needs.
- Designs logical structure of application programs and develops program specifications.
- Develops database programs and/or data visualization as needed.
- Analyzes and redesigns existing systems (including redesigning data flow, file structure, program processes and report layouts) to address changes in systems requirements and equipment configurations.
- Troubleshoot user reported issues, coordinate with technology vendor to resolve issues as appropriate and appear as a Subject Matter Expert in the SHIE/CHR system.

Knowledge of:

- Modern computer technology used to plan, develop and administer computers and network systems.
- Knowledge of Homeless Management Information Systems (HMIS) and associated data attributes.
- Information technology concepts like Agile development, SCRUM, Use Cases.
- Methodologies for analyzing systems, procedures and workflows.
- Office software applications.
- Functions and capabilities of database systems.
- T-SQL for SQL Server.
- SQL Server tool sets and Maria DB database.
- Looker, Power BI, MS-Excel, Power BI/ Tableau or other data visualization tool to build reports and dashboards.

Ability to:

- Function as a system(s) administrator.
- Maintain and modify existing office software applications.
- Analyze and problem solve.
- Make effective decisions.
- Plan and organize.
- Analyze problems related to database design, system interactions and cross platform issues.
- Prepare and maintain documentation, records and logs.
- Communicate effectively both orally and in writing.
- Interface with users at all levels of the organization as well as users who are external to the County.