

ARKANSAS HEALTH INSURANCE MARKETPLACE  
**IT Operations Analyst for Individual Market**  
JOB DESCRIPTION

The Arkansas Health Insurance Marketplace (AHIM) was created to manage and implement a state-based health insurance exchange in Arkansas in accordance with state and federal law. AHIM was established by the 89th Arkansas General Assembly 2013 Regular Session by ACT 1500 and is a nonprofit public benefit corporation.

**Position Title:** IT Operations Analyst for Individual Market

**Reports To:** IT Manager

**Position Summary:**

AHIM is seeking an experienced IT Operations Analyst to provide oversight, reporting, and day to day operations for AHIM. The candidate will be responsible for a variety of IT operations tasks ranging from regulatory reporting, quality assurance testing, as well as vendor oversight. This position will focus on operations supporting the Individual Market of AHIM.

**Duties:**

- Conduct operational reporting on a weekly, monthly, quarterly, and annual basis in accordance with federal regulations.
- Provide 24/7 solution support on a rotational basis.
- Perform a variety of testing activities such as writing test scripts, bug testing, quality testing, performance testing, etc.
- Be responsible for maintaining and supporting day to day operations.
- Participate in the procurement process by contributing to writing and evaluating components of Request for Proposals (RFPs) from potential vendors.
- Collaborate with the AHIM staff and stakeholders, including carriers, producers, federal technology teams, the Department of Human Services (DHS), the Arkansas Insurance Department (AID) and others, to ensure the successful solution implementation, sufficient privacy and security, data migration from the federal technology platform, and sufficient testing of solutions.
- Work jointly with technology vendors and technology project teams contracted to implement Arkansas's state-based insurance marketplace by established deadlines. In addition, support work to implement the underlying technology and software, including input to overall project work plans, resource plans, schedules, project status, issues, and risks.
- Ensure that technology vendor deliverables, contractual requirements, performance guarantees, and implementation and testing milestones are met.
- Support efforts to ensure that the Marketplace is prepared for federal phase gate, design, and implementation reviews, including the validation of all technology-related Center for Consumer Information and Insurance Oversight (CCIIO) deliverables for the implementation of Arkansas' state-based marketplace.
- Performs other duties as assigned by the IT Manager.

**Qualifications and Educational Requirements:**

- Bachelor's degree from an accredited college and 10+ years of work experience supporting or managing day to day operations within an IT environment.

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- 5+ years of experience performing IT testing activities.
- 5+ years of experience with reporting using a variety of reporting tools.
- Ability to write custom queries for reporting purposes.
- Experience or knowledge in health care industry preferred, but not required.
- Must have strong analytical, writing, and negotiation skills.
- Demonstrated maturity and capacity to navigate a complex structure and respond to shifting and fluid priorities.
- Excellent judgment, the ability to communicate openly among colleagues at all levels, a “hands-on” approach, and the ability to think strategically and produce strong results.
- Ability to prioritize, work on tight deadlines and work on multiple projects.
- Candidate must be team player with excellent interpersonal skills and the ability to work within a very fast-paced, newly created organization.

Please send resumes in .pdf format to [Employment@ARMarketplace.com](mailto:Employment@ARMarketplace.com) by 5:00pm CST on May 15, 2015 with “IT Operations Analyst for Individual Market” in the subject line.