CLIENT OVERVIEW

The client is a leading cardiovascular performance company dedicated to helping doctors and health systems deliver the best care, to the most patients, at the lowest cost. The company partners with ambitious enterprise heart centers and cardiovascular teams looking to achieve superior clinical and financial performance.

ROLE DESCRIPTION

The Senior Solutions Analyst works directly within the Client Services teams to customize, deploy, and service the client's product to meet customer clinical, operational, and financial needs. The role performs a range of activities that span traditional product and service roles, including product management, system implementation, data analytics, and customer management. The Senior Solutions Analyst is an active advisor to customers and the product team.

ESSENTIAL DUTIES

- Collaborate internally and with customers from across several functional areas to understand key functional needs and translate these needs into creation of new product features and enhancements to existing product features
- Manage roll-out of new product features to customers, including training relevant users and communicating updates with management
- Project manage client deliverables and deadlines, working with product and engineering teams to ensure client deadlines on track and met
- Manage the process of data acquisition from current clients and ensure data quality in customer deliverables via rigorous quality review prior to release
- Play a role in new customer implementations
- Assist with the design and build the UI/UX customer-facing layer of our product, including various role interfaces and the creation of reports and dashboards as needed
- Work with the Product team to inform portfolio of product features across customers, to leverage synergies and maximize scalability of product
- Collaborate with our Engineering team on the management and implement of new product features, ensuring the timely delivery of upgrades and updates based on company commitments to clients.

- Assist with the design and prototype cutting edge analytics solutions for our platform.

REQUIREMENTS & SKILLS

- 3+ years' experience in a commercial capacity at a digital healthcare company; a health tech start-up; a healthcare consulting role; or clinical analytics in a hospital setting
- Up to 25% travel (post-pandemic)
- A creative approach to analytical problem solving and a relentless passion for quality
- Experience in project management, and balancing multiple co-occuring deadlines
- Track record of working in teams and managing customer-focused projects
- Excellent written and oral communication

Preferred

- Excellent quantitative analysis skills and expert-level proficiency with Microsoft Excel, and PowerPoint
- Familiarity with healthcare data sources (transactional, clinical, behavioral)
- Expertise in commercial/clinical analytics
- Experience using common data science software (SQL, R, Python, SAS, VBA) and stats packages
- Experience using data visualization applications (Tableau)
- Related graduate-level degree. Academic training in public health, operations research, biostatistics, informatics, engineering, natural sciences or computer science, is also a plus