

Blue Cross and Blue Shield of Massachusetts, Inc.
Exempt Job Description

Title: Systems Support Analyst
Department: Customer Financial Management
Organization: Controller's Division

Date: June 2007
Range: TBD

Reports To: Systems Support Manager

MAJOR RESPONSIBILITIES:

- [Responsible for the development & maintenance of Access database, Excel and Word applications to support 1\) monthly ASC and Fully Insured billing, 2\) Receivable management reporting, 3\) Medicare reporting & 4\) reconciliation of self-bill account financials.](#)
- Supports the development and implementation of corporate systems that are integral to the Billing and receivable Management operations. (ASC Billing, Electronic Bill Presentment, RDS, Blue Bank, etc)
- Participates in the identification and development of operational efficiencies and suggest automated process improvements that streamline activities and reduce operating expenses & cycle time while strengthening controls & increasing effectiveness.
- Supports departmental goals and corporate initiatives by providing systematic processes for projects & initiatives.
- Source of programming, development, generation and analysis of ad hoc and customized reports for management personnel within and outside the Controller's area.
- Monitor financial balancing and controls to ensure data integrity, timely invoicing and accurate reporting.
- Participate in cross functional activities requiring technological expertise in support of key corporate initiatives.
- Provide and maintain security database access controls that minimize risk to key production databases.
- Complete and keep current documentation for production activities that meet Sarbanes Oxley requirements, SAS70 standards and internal Audit expectations.
- Present management personnel with project updates, analysis, process workflow diagrams & project plans as required during all phases of project life cycles.
- Provide analytic business support to the CFM mgmt team, the controller mgmt team and external areas.

QUALIFICATIONS/SKILLS:

- [Proficiency in the development of analytic applications using Microsoft for PS, especially ACCESS, EXCEL and the WEB. Visual Basic, SQL, SAS, COGNOS or similar programming experience](#) required.
- Knowledge of BCBSMA products, financial arrangements, and billing & receivable processes.
- Strong data management and analytic skills. Ability to collect, manipulate & analyze financial data using quantitative and analytical skills.
- Excellent communication: oral and written skills.
- Ability to independently document business and high level system requirements & process flows.
- Proven ability to participate and collaborate in projects and on teams.
- Capable of making sound, effective business decisions.
- Orientation to process improvements - recognizes problems/opportunities and recommends solutions.
- Solid understanding of business process improvement, project management principles, approaches and methodologies.

EDUCATION/EXPERIENCE:

- A Bachelor's degree with a concentration in mathematics, systems and/or business administration required. Advances courses and/or degree a plus.
- 3-5 years analytical experience. (e.g. systems support, financial analysis)
- Experience in Insurance and Managed care helpful