



Position Title: Quality/Business Analyst

Reports To: Technology Program Manager

Location: Denver, CO

Connect for Health Colorado is the state-based health insurance marketplace and support network that allows individuals, families and small employers to compare and purchase health plans from companies including the major health plans in the state in a convenient way. We provide high quality customer assistance by phone and in person, as well as access to federal financial assistance to reduce the cost of health insurance. Our mission is to increase access, affordability, and choice for individuals and small employers purchasing health insurance in Colorado.

Position Summary: The Quality/Business Analyst will be responsible for ensuring quality software is delivered to production by authoring business requirements, reviewing design documentation, authoring test scripts and executing test scenarios for multiple products. Will work closely with Connect for Health Colorado's business stakeholders to identify potential system enhancements and triage production issues. Partner with operations teams on process improvement and provide support for critical efforts.

Position Responsibilities:

- Author business requirements for multiple products
- Advocate for and act as a subject matter expert for multiple products
- Review functional design documentation and author test scripts and scenarios for user acceptance testing
- Update and monitor test scripts, end to end test scenarios and user acceptance criteria for existing product functionality
- Identify and document defects, questionable behavior, errors and inconsistencies with application functionality. Monitor and track defect resolution
- Attend regular project and team meetings
- Support multiple teams with critical projects and efforts resulting in broad organizational knowledge and system expertise
- Participate in and support the quality improvement initiatives throughout the organization
- Demonstrate overall flexibility, creativity, and enthusiasm for the role

Position Requirements:

- Bachelor's degree in Business Administration, Information Technology or related field
- Information Technology background/education preferred and/or quality or business analysis experience or work experience in quality/business analysis environment
- Excellent Communication and interpersonal skills
- Detail oriented and a creative problem solver
- Proficiency in Microsoft Outlook, Word and Excel
- Ability to learn quickly, work in a fast paced environment and be flexible and adaptable to change
- Able to work independently without day to day direction

- Team oriented with the ability to collaborate effectively with coworkers and project management team
 - Ability to maintain confidentiality of our system and highly sensitive information
 - Knowledge of health insurance industry preferred
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Work Environment:

- This is a full-time position
 - On-site during office hours, typically 8am-5pm
 - Work schedule may include some non-traditional hours, weekends and evenings
 - Typical office setting; the Connect for Health Colorado office is in the Cherry Creek area of Denver, near the intersection of Colorado Blvd. and Cherry Creek Drive North
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To Apply:

Please e-mail resume, cover letter, salary history, and three (3) references to hiring@c4hco.com. Please include position title in the subject line. No phone calls please.

Connect for Health Colorado is an equal opportunity employer (EOE). Connect for Health Colorado may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a condition of employment.
