



## **Position Title: Product Analyst, Symphony Provider Directory**

### **About the job:**

The Product Analysts can expect to generate informative documentation in brief and in depth, and size opportunities to prioritize features, research and document product opportunities, do deep analysis on product related products to provide deeper understanding and knowledge, and set up and analyze tests for new experimental features. The Product Analyst will place a premium on user experience – whether web portal, API, partner or ancillary service – and streamlined workflow. As this small team continues to grow there's also an opportunity to help shape and guide its expansion through mentorship and advocacy across the company.

### **Core Job Duties and Responsibilities:**

- Working with development teams, both internal and external vendors, to implement, document, validate, and monitor our product development process
- Finding and researching external sources for necessary product requirements, such as regulatory and vendor requirements.
- Identifying, translating, prioritizing, and informing important product questions with data
- Exploring data to find actionable insights and make product recommendations through funnels, cohort analyses, long-term trends, user segmentation, regression models, and more
- Setting up, analyzing, and promoting good practices for multivariate experiments
- Synthesizing and communicating insights during the product development process
- Empowering and guiding others to work effectively and efficiently with data are part of your role
- Working towards creating a data-informed culture at IHA

### **Job Knowledge, Skills, and Work Experience:**

- BA/BS; research and writing (working towards or equivalent experience)
- 1-3 years of experience in documentation or writing a product, project, technical, teaching, policy or related field
- Experience doing analysis for a technology or healthcare company
- A deep understanding of statistical analysis, algorithms, experiment design, and common pitfalls of data analysis
- You are a self-starter: You drive projects with minimal guidance and focus on high impact work
- Strong communicator: You effectively synthesize, visualize, and communicate your ideas to others
- You are a critical thinker: You are thoughtful, self-aware, and use available evidence to make decisions
- You work effectively with teammates and win credibility quickly

### **Bonus if you have:**

- Experience in any customer service field
- Experience in data science or Policy

**Benefits:**

- Competitive salary
- Great work environment in convenient location (City Center 12th St BART Station in Oakland)
- Free snacks, tea, coffee, and wine tasting on Friday afternoons; pool/ping pong table in the office
- Subsidized gym membership
- 401K contribution
- 20 paid days off a year + 10 holidays
- Medical/dental/vision coverage
- Commuter benefits

Permanent US work authorization is a prerequisite to employment for this position.

**Please submit cover letter and resume in confidence** to [jobs@iha.org](mailto:jobs@iha.org), and include “Product Analyst” in the subject line.

**About IHA**

The Integrated Healthcare Association is a non-profit multi-stakeholder leadership group, founded in 1994, that promotes health care quality improvement, accountability, and affordability for the benefit of all Californians.

IHA leads regional and statewide performance measurement, provider data and value-based payment programs/products, serves as an incubator for pilot programs and demonstration projects, and collaborates with diverse healthcare stakeholders on a variety of critical healthcare issues.

IHA members represent the most diverse and influential cross section of healthcare organizations across California. With trusted data and collaborative programs, we serve as a catalyst by forging common ground and initiating, coordinating, and managing projects that address delivery system challenges.

**About the Provider Directory Utility**

Post-ACA, consumers increasingly rely on provider directories to review networks when choosing a health plan, yet health plans have been challenged to provide accurate public provider directories that reflect the various types of providers available through their networks, their qualifications and capabilities and their availability. Longstanding challenges around the accuracy of provider data are magnified by confusion associated with complex and uncoordinated regulatory requirements, quickly changing data and outdated systems and processes.

With a five-year, \$50M investment IHA is launching a new large-scale cross-industry project, focusing on building a next-generation, cloud-based, statewide provider directory utility. The product will offer participating organizations on-demand, accessible and accurate provider directories to support both consumer purchasing decisions, management of network adequacy by healthcare organizations and additional use cases.