Position Description: Product Analyst

About IHA:

The Integrated Healthcare Association (IHA) is a multi-stakeholder leadership group that convenes diverse stakeholders committed to advancing high-quality, affordable, patient-centered care across California and the nation. IHA works with key industry leadership on performance measurement and improvement, incentives and cross-industry collaborations that drive efficiency.

IHA was established as a statewide association in late 1994 and is governed by a 40-member board of directors from California's leading health plans, physician groups, health systems and hospitals. IHA has a rich history and depth of experience in multi-stakeholder collaboration, performance measurement, and reporting. IHA is a small organization with a strong culture that leads projects with high industry visibility and impact.

About the job:

IHA is looking for Product Analysts who can jump in and make an impact quickly. 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. We hope you'll join us!

In this position you will be:

- 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

You have the following:

- BA/BS; research and writing (working towards or equivalent experience)
- 1-3 years 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
- 21 paid days off a year + 9 holidays
- Medical/dental/vision coverage
- Commuter benefits

Please submit cover letter and resume in confidence to jobs@iha.org, and include "Product Analyst" in the subject line.