Financial Management Services in Self-Direction

Provider Implementation Analyst

Are you interested in using technology to make the world a better place? Annkissam provides operational and technology solutions to mission-driven organizations working in health and human services. We are looking to hire a full-time Provider Implementation Analyst to join our team. This role is focused on implementing Financial Management Services software in self-direction, a powerful model of service delivery in Home and Community-Based Services.

The Provider Implementation Analyst will work with the implementation team to lead new clients through the implementation of the software. They will be responsible for working with configuration requirements and maintaining a subject matter expertise in the application and implementation process. Applicants should have some background in HCBS software, customer service, project management/analytics, or software implementation.

This position will operate with a relatively high degree of autonomy, so it will require the applicant to be detail-oriented, process-minded, and able to manage time efficiently while handling multiple projects. As we are a growing company, there is a significant opportunity for advancement in this role. We are hiring for an immediate start.

An ideal candidate will be:

- A quick learner and a creative problem-solver who can conceptualize complex issues and connect the dots to articulate solutions
- Comfortable with navigating web-based applications
- Familiar with self-direction (also called participant direction and consumer direction) or software implementations
- An excellent communicator, both orally and in writing
- Someone with superb interpersonal skills, who builds and nurtures strong and lasting relationships
- Extremely organized, with a strong drive for efficiency
- Easily adaptable in a fast-moving environment and calm under pressure
- Comfortable working both autonomously and in teams
- Someone who approaches life with curiosity
- Passionate about using technology to help people
- We require a bachelor's degree or equivalent experience

Primary responsibilities:

- Work closely with clients to collect, analyze, and document configuration requirements and support client goals as software is implemented
- Work with development teams to complete and test the product configurations in line with the implementation timelines
- Assists project management to define project scope, project plans, and deliverables
- Drive forward implementations to successful launch within established timelines
- Develop an expertise in Annkissam software to be able to act as subject matter expert in specified department

- Effectively uses internal tools to share updates and next steps appropriately across the project and product management teams
- Establish workflows with Product team to stay up to date on product knowledge and to improve configuration process based on feedback to continually optimize the launch process
- Provide superior configuration related communications and guidance over the phone or through our ticketing system