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## CAQH Position Description

**Position:** Senior Systems Engineer

**Reports To:** Director of Technology - CAQH ProView

**Department:** Solutions – Technology

**Date:** December 2020

### Position Summary:

The Senior Systems Engineer is a critical member of the CAQH Technology team. In this role you will work with both vendor and internal teams to oversee the smooth operation of a cloud-based application with more than a million users. The Senior Systems Engineer frequently interacts with Infrastructure, Application, and Security Operations teams to ensure the system is healthy and secure at all times. The Senior Systems Engineer supports and works with the Solution Architecture and Application Development teams to design and implement the optimal future state of the application with a focus on Infrastructure.

This role is full-time, FLSA exempt and reports to the Director of Technology – CAQH ProView.

### Specific Responsibilities:

- Work with technical vendor teams to ensure cloud-based applications run securely and efficiently.
- Assist with triage and remediation of production incidents, engaging with client technical staff as needed.
- Coordinate with internal security team and vendor teams to ensure system meets or exceeds HITRUST, SOC2, and other applicable security and audit requirements.
- Oversee monitoring and management of infrastructure for both availability and performance.
- Maintain documentation representing current state of application and infrastructure components deployed in Azure.
- Analyze Azure cloud environment and make design recommendations to improve scalability, reliability, and cost.
- Recommend new technologies, practices, and architectures as appropriate to improve the system.
- Participate in or lead Infrastructure related projects as needed.
- Participates in the development of 3-5-year infrastructure roadmap.
- Provides technical guidance and assistance to internal/external engineers, product management and operations personnel.
- Participate in Change Approval Board to review and approve environment changes prior to implementation.
- Ensure software licenses and versions are kept current.
- Report on Azure resources, utilization, topology, or related topics as requested by management.

### Skills:

- Knowledge of allocating, configuring, and monitoring cloud-based resources, including virtual machines, storage, IaaS, PaaS, and networking components.
- Ability to clearly communicate subjects that may be very technical in nature with both technical and non-technical audiences.
- Excellent customer service skills.
- Strong scripting skills in one or more areas of Systems Administration, DevOps, Infrastructure as Code, or Continuous Integration and Deployment tools in a Cloud Environment.
- Strong understanding of network architecture and protocols.
- Excellent problem-solving and analytical skills.
- Strong familiarity with Azure technologies and management of Azure resources.
- Familiar with Agile/Scrum/SAFe development processes is a plus.

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### Experience:

Five years' work experience in a technical role with minimum three years as Systems Engineer or Software Engineer required.

Experience developing or supporting Microsoft .Net applications is a plus.

### Education:

Bachelor or Master's degree in Systems Engineering, Computer Science, Information Systems, or related field strongly preferred.

### Certification Requirements:

Certification in Azure or Cloud Infrastructure or Security preferred.

### WHO WE ARE

Named one of the "Best Places to Work" by Modern Healthcare for five consecutive years, CAQH has helped nearly 1,000 health plans, 1.6 million providers, government entities and vendors connect, exchange information and operate more efficiently. CAQH technology-enabled solutions and its Committee on Operating Rules for Information Exchange (CORE) bring the healthcare industry together to make sharing business information more automated, predictable and consistent. CAQH Explorations researches opportunities to reduce the burden of manual processes in healthcare administration.

### WHAT YOU GET

CAQH recognizes that its most important asset is its growing team of smart, creative, collaborative, forward-thinking and passionate professionals – and that a comprehensive employee benefits package is an important factor for them in choosing where to work. CAQH offers competitive compensation along with an extensive benefits package for all full-time employees, including medical, dental and vision coverage, tuition assistance and a 401k. Our location in downtown Washington, DC is metro-accessible, has an onsite fitness center and is centrally located to allow our team to take advantage of professional networking opportunities, cultural offerings and a thriving social scene.

*CAQH is an equal opportunity employer (Minorities/Females/Disabled/Veterans). We recruit, employ, train, compensate, and promote without regard to race, national origin or ancestry, color, religion, creed, sex, age, marital status, presence of children, pregnancy, sexual orientation, genetic status, gender identity, mental or physical handicap, status as a covered veteran, status as a qualified disabled individual, except where sex is a bona fide occupational requirement, or where disability status is a bona fide occupational disqualification or any other legally protected status.*

*Applicants have rights under Federal Laws under the [Family Medical Leave Act \(FMLA\)](#), [Equal Employment Opportunity \(EEO\)](#), [Equal Employment Opportunity Supplement](#), and the [Employee Polygraph Protection Act \(EPPA\)](#).*

*If you are interested in applying for employment with CAQH and need special assistance or an accommodation to apply for a posted position, contact our Human Resources department at 202-517-0400.*