



Immunization Information System (IIS) Business Analyst

Sample role description

July 2022

This sample role description identifies typical duties and responsibilities of a business analyst and indicates sample competencies of a person fulfilling this role.

Note: Actual position descriptions should include only the information applicable for the specific position or role. Depending on staffing levels, several roles may be combined within a single position, or several positions may fill the same role.

Summary

A business analyst (BA) is needed to effectively manage the integration of process and technology to meet immunization program needs for immunization information system (IIS) enhancements, upgrades or replacement. The BA is responsible for creating, maintaining and coordinating project documentation, including current and future state process workflows and business requirements documents. The IIS BA will be responsible for ensuring the timely input, review and approval of deliverables from the jurisdiction's perspective to successfully implement the enhanced, upgraded or new IIS. The IIS BA will assist in testing and training for enhancements, upgrades or a new platform to ensure processes are well-defined, communicated and successfully executed. The BA also ensures that the functional and technical requirements for the IIS are documented and approved to meet Centers for Disease Control and Prevention (CDC) IIS Functional Standards.

The BA will work under the supervision of the IIS manager (or a technical project manager), and in close collaboration with the immunization program and vendor project teams.

Alternate role title

- Systems analyst

IIS core competencies

This role description is based on PHIL's [IIS Core Competency Model](#), which provides functional, behaviorally-based tasks or processes that can be observed or measured and are required at an organizational level for the successful, high-performing functioning of an IIS. Major duties and responsibilities below are organized into the applicable domains from the model.

Primary Duties and Responsibilities (as applicable within jurisdiction)

Duties may include but *are not limited to*:

Communication

- Communicates frequently with IIS staff, immunization program staff, and other internal and external IIS users to elicit and document their business, functional and technical requirements; maintains appropriate audit trails for those requirements.
- Uses multiple communication methods (e.g., project status reports, verbal and documented sharing in meetings, and remote work collaboration tools with vendors/implementers) to solicit input from IIS users to inform project requirements, deliverables and any changes to the project plan.
- Facilitates workshops to elicit and prioritize requirements; resolves and documents conflicting requirements.

Data use

- Analyzes complex data and provides meaningful interpretations of the results in the form of reports, graphs and other documents.

Information systems management

- Conducts assessments to compare the existing IIS to the CDC IIS Functional Standards and PHIL's Requirements Traceability Matrix; documents gaps, and develops a prioritized list of enhancements to meet standards or to recommend transitioning to a new IIS platform that complies with the CDC IIS Functional Standards.
- Collaborates with IIS staff and the IIS vendor/internal information technology (IT) technical team to analyze, recommend and communicate proposed solutions for enhancing, upgrading or replacing the IIS to comply with standards and meet the needs of the immunization program and partners.
- Analyzes current IIS policies and processes to understand the impact of proposed system changes on IIS user workflows and document any process changes as needed.
- Documents the "as-is" processes and workflows using process flows and other tools.
- Documents the future-state business processes using business process reengineering tools.
- Establishes and maintains a standard operating procedure (SOP) inventory log and assists in the development and review of new and revised procedures for internal staff and/or new hires.
- Develops business cases and feasibility studies to assist in decision-making.
- Implements thorough testing (e.g., documented test scripts, regression testing, user acceptance testing) to ensure required results are achieved; utilizes test cases as developed through AIRA's Aggregate Analysis Reporting Tool (AART).

Training

- Contributes to the development and delivery of appropriate training for internal and external IIS users.

Project management

- Assists in project scope management for IIS enhancements, upgrades or replacement.
- Supports project management activities (status reporting, risk and issue mitigation, cost control, adherence to timelines, project-level accountability and transparency, etc.).

Background and qualifications

Successful candidates should have:

- Bachelor's degree in computer science, informatics or related field
- Minimum of five years of professional experience in business analysis, preferably in a public health, healthcare or government agency setting

Preferred knowledge, skills and abilities include:

- Experience working in or with immunization programs or with an IIS
- Proven experience in a business analyst role and in business analysis methods/techniques for all phases of application development including requirements analysis, design and development, testing, and production of reports
- Strong oral and written communication and interpersonal skills
- Ability to manage and document functional/non-functional requirements, test plans, test scripts and reports
- Strong partner management skills and experience in requirements collection, development and execution of successful workshops, and meeting facilitation
- Strong requirements management experience (process) and proficiency in the use of requirements gathering, documentation and prioritization tools
- Strong analytical skills, including ability to analyze data sources and design appropriate data presentation for diverse users
- Experience in enterprise system implementation in the public sector that includes business process redesign
- Proficient in process workflow tools, Microsoft Excel and Word, SQL query tool and Tableau
- High level awareness of a variety of IT software development methodologies and tools
- Management, coaching or mentoring experience
- Working knowledge of the healthcare industry and system applications
- Quality assessment and recommendations of project artifacts (e.g., use cases)
- Skill in developing and tracking project targets and metrics
- Ability to develop and maintain constructive and cooperative relationships among staff and partners