



Immunization Information System (IIS) Manager

Sample Role Description

March 2016

Note: This role description is meant to offer sample language and a comprehensive list of potential desired responsibilities with corresponding knowledge, skills and abilities (KSAs). Actual position descriptions should filter out information that is not applicable for a 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. The term “Immunization Information System” or “IIS” may be replaced with “Registry” within position titles in some jurisdictions.

Manager

IIS Manager is a sample role description for a managerial or supervisory position typically found in a mid-level management classification series.

Scope

The person fulfilling this role is responsible for providing leadership and managing all operations across IIS, including staff supervision, IIS data use oversight, legislative and policy interpretation, grant application preparation, and fulfillment of relevant programmatic and funding requirements. This position is responsible for all technical and management aspects of the program that involve providers, health plans and other private and public agencies throughout the state. The person in this role may also provide formal supervision to technical staff; however, if technical staff are supervised by Central Information Technology (IT) staff or by a vendor, the IIS Manager may provide more day-to-day oversight or coordination of these positions. This role also interfaces regularly with the Centers for Disease Control and Prevention (CDC) for guidance on technical, policy, operational and reporting issues.

Budget Authority

This role may oversee administration of budgets related to personnel, hardware, hosting, support and maintenance, and development and implementation of multiple technical and programmatic functions and enhancement projects and products in a highly complex environment.

Position Titles

The following example job titles were gathered from existing positions at state and local health agencies:

- IIS Manager
- IIS Director
- IIS Coordinator
- IIS Unit Supervisor

Relationships

If the IIS exists within the jurisdiction’s immunization program, which is typically but not always the case, the person in this position reports to a leadership position within the immunization program, most often the Immunization Program Manager. This position works very closely with the immunization program management team, particularly in the areas of AFIX, vaccine management, research and surveillance, and school law. This position may also work closely with Public Health Program Managers, Public Health Information System Managers and Public Health Informatics staff and may serve as an IIS and Immunization Program representative within the larger Public Health venue. This position may have frequent interaction with managers and staff within the public health division, health and human service agencies, private and public health care providers, other health departments, HMOs and health plans, community partners, and

federal agencies regarding interoperability, information systems, data quality, data use, provider recruitment and grants management. This position interacts frequently with state and local health department officials, and state public health leadership (center directors) to inform operational and technical development, set strategic plans, and coordinate intra-program, intra-agency and intra-state activities involving immunization information. This position also interacts with national partners including staff within the CDC/NCIRD IIS Support Branch, the CDC Program Operations Branch staff, the American Immunization Registry Association (AIRA), and the Office of the National Coordinator (ONC). This position may also have frequent interactions with IIS managers from other states for the purposes of standards development and adoption, best practice information exchange, and developing interstate data exchange capacity.

Decision Making Authority

This position exercises considerable independent judgment in carrying out responsibilities within a highly collaborative environment. Decision making generally requires substantial negotiation and compromise with a variety of considerations, including the context imposed by applicable laws, statutes, rules, interests of stakeholders, available data, and resources. Decision making authority is commonly characterized as follows:

- Hires and manages IIS program personnel.
- Hires or participates in the hiring process for technical personnel.
- Allocates resources and drafts and modifies budgets.
- Analyzes, recommends and/or determines prioritization on system enhancements and development based on Immunization Program priorities.
- Contributes to, makes recommendations, or establishes program or state level policy and practices related to data management, security, privacy, and procurement.
- Supports public and private providers in meeting statutory requirements as well as programmatic needs for data submission and data access.
- Identifies and enables use of programmatic data and information to improve organizational processes and performance.
- Makes recommendations regarding policy and fiscal decisions that affect local agencies, public and private providers, and other state partners.
- Formulates corrective action on behalf of agency for client, customer, or beneficiary complaints or conflicts.
- Contributes to the development and adoption of local and national standards for IIS operations and interoperability, and recommends best practices.
- Decisions regarding grant or cooperative agreement applications, implementation and/or reporting processes.

This position may provide input into, and exercise independent action on a wide range of activities including, but not limited to:

- The development or modification of statewide legislation or policy.
- Approaches to IIS interoperability, including data linking and data system integration across public health.
- Decisions directly impacting the agency budget and policies.

Major Duties and Responsibilities

This list contains examples of duties and responsibilities that may be associated with an IIS manager role. This list offers many possible duties and responsibilities from which to select in order to create a position most appropriate to your program needs and your human resource requirements.

Operations Management

- Provide manager level leadership to a program, office, or section for IIS.
- Represent the IIS through presentations and written materials locally and nationally.
- Oversee or manages program-level projects and coordinates priorities within an IIS.
- Assist with strategic planning for IIS and Immunization Program, translates agency strategy into operational practices.
- Ensure operations are managed effectively to meet organizational/agency needs.
- Prioritize operational tasks and activities based on available funding, mandates, program deliverables, relative value, and staff skills for IIS.
- Develop strategies, plans, and procedures to implement program and funder policies and initiatives.
- Maintain and update system and program documentation.
- Assist with or lead implementation of corrective actions for IIS.
- Address needs such as preparation and assistance with purchase orders of hardware, software, and equipment; follow-up for orders (including delivery dates and billing problems); coordination of installation of new equipment; resolution of vendor disputes; and maintenance of equipment.
- Participate in or lead quality improvement or quality assurance efforts for IIS.
- Monitor operations and direct the use of performance measures to ensure a high degree of effective service delivery.
- Recommend business actions to improve operations, processes, fiscal accountability, employee satisfaction, and overall organizational performance.
- Develop and document policies and procedures in compliance with applicable laws, statutes or agency guidance.
- Provide feedback from customers, stakeholders, and beneficiaries to appropriate teams and/or leadership for unresolved issues requiring escalation within the agency.
- Monitor timelines, performance, and customer satisfaction.
- Coordinate or oversee marketing, promotion, or training activities.
- Process requests or resolve issues from customers (internal and external), providers, community organizations, and other stakeholders.
- Resolve operational issues.
- Establish and implement change management across IIS, and supports change management across Immunization Program.
- Oversee activities related to help desk or provider relations.
- Provide technical assistance to users.
- Engage nationally in efforts to develop and inform IIS-specific standards and best practices.
- Coordinate priorities for IIS development and enhancement through a Change Control Team (CCT), Change Control Board (CCB), or similar configuration to collect program and user input.
- Develop business requirements for enhancements to the IIS.

Human Resources Management

- Supervise operational, technical and/or administrative personnel including determining workload, delegating assignments, and monitoring performance.
- Assess training needs for individuals and teams and arranges for appropriate training.
- Write and/or review drafts of employee position descriptions and approves assignment of work tasks.
- Assess the qualification of candidates to recruit and hire employees.
- Establish performance standards, evaluates employee performance.
- Develop strategies for improving performance and taking action when needed regarding disciplinary actions, and suspend or discharge as necessary, according to the requirements of applicable statutes, policies or contracts.

- Address grievances of employees according to the requirements of applicable statutes, policies or contracts.
- Determine individual employee workload, assigns specific tasks or assignments, and monitors performance of employees, contractors, or temporary staff.
- Evaluate new or increasing volume of work and works with human resources to establish new positions.

Financial/Budget/Contract Management

- Identify and procure funding through grants, partnerships, and other funding sources.
- Develop or oversee preparation of detailed budgets for agency submission for legislative requests, grants, applications, and contracts.
- Provide, oversee, or coordinate/interface with accounting services for activities related to accounts payable, receivable, invoicing, and processing of purchase orders.
- Prepare or reviews budget reports.
- Approve budget expenditures for IIS.
- Monitor expenses against budget.
- Approve changes to budget.
- Respond to requests for information about budgets for IIS.
- Oversee vendor contracts and scopes of work.
- Approve and authorizes payment for contract invoices.

Informatics/Technical Management

- Supervise and/or oversee planning and collection of data and information.
- Plan, coordinate, and establish methods, processes and standards for work performed by staff to ensure information needs of end users are achieved.
- Leverage and/or seek to influence standards, as appropriate, and ensures consistency with national standards and certification initiatives to improve health data use to meet the agency, partner, and stakeholder needs to improve population health.
- Support adoption of data standards that facilitate interoperability.
- Serve as a liaison for Health Information Exchange (HIE) initiatives at the state, jurisdictional, or local level.
- Implement policies related to national initiatives such as the Accountable Care Act, HITECH, and Meaningful Use program.
- Provide input into federal rule making or other policy making activities related to informatics practice and health reform as requested.
- Identify and engage stakeholders required for informatics projects related to health information exchange, Accountable Care Act, and public health reporting for CMS Meaningful Use Program.
- Develop and/or assists with studies, assessments, evaluations of data collection, data management, adoption of technology, change management issues, and use of information to improve population health.
- Coordinate system design and analysis with vendors to ensure information needs of the program, department and other end users are met.
- Explore and recommend technology solutions and/or automation of key processes.
- Coordinate, manage or oversee data and/or information management (i.e. de-duplication of records, data purges, requests for information, processing user rights, assignment of log-in, consumer access to information).
- Coordinate, manage, oversee or ensure compliance with HIPAA, FERPA, and privacy and security practices.
- Research and/or consider recommendations for hardware, software, and other technology enhancements to support program objectives.

- Ensure implementation of best practices related to electronic data transmission, storage, HIPAA, information security standards, data archiving practices, records management, and other aspects of electronic data management.
- Provide management support for applications and database needs, enhancement and system upgrades, performance evaluation of information systems, requirements documentation and business process improvement activities.

Vendor/Central IT Management

- Negotiate and/or manage vendor contract or Central IT service agreements for maintenance, support, and enhancements of the IIS system.
- Monitor and review contract deliverables and vendor invoices to ensure contract compliance.
- Draft contract amendments and change orders.
- Communicate with managers and vendor about potential or existing contract issues.
- Interface and collaborate with Department of Justice (DOJ) and the Office of Contracts and Procurement regarding contract matters.

Standard Setting, National Involvement

- Engage and provide input to the development of national standards and best practices regarding all areas of IIS development and operations, with particular emphasis on data quality and interoperability standards.
- Represent IIS at national meetings and conferences.

Functioning within an interdisciplinary team environment

- Consistently treat customers, stakeholders, partners, vendors and co-workers with dignity and respect.
- Create and maintain a work environment that is welcoming and respectful of diversity.
- Set clear guidelines and models expected professional behaviors.
- Other tasks as assigned.

Key Competencies

This list contains the key competency areas with corresponding examples of knowledge, skills, and abilities that may be associated with the IIS Data Extract Analyst role. It is not all inclusive and may vary from position to position.

Standards and Interoperability

Applies informatics standards to ensure interoperability between disparate information systems.

Knowledge Statements:

- Knowledge of immunization terminology and practices, and the data elements that support them.
- Knowledge of relevant IIS standards, including HL7 2.x and SOAP/Web Services.
- Knowledge of IIS best practice documentation developed by the Modeling of Immunization Registry Operations Workgroup (MIROW).
- Knowledge of national initiatives such as Meaningful Use, and their impact on IIS and health information exchange.
- Knowledge of standardized IIS business rules and best practices.
- Knowledge of public health reporting standards.
- Knowledge of Clinical Decision Support Specifications developed by CDC.

Abilities Statements:

- Ability to apply local and national standards consistently.
- Ability to quickly learn data fields commonly used in clinic practices to record vaccination encounters.
- Ability to quickly learn new terminology.

Project Management

Practices project management and program management techniques to engage stakeholders and team members in achieving goals and expectations.

Knowledge Statements:

- Knowledge of principles, methods and standards of project management.
- Knowledge of diverse IIS stakeholders and funding mechanisms.
- Knowledge of the outputs of computer query and reporting tools, such as SQL, Crystal Reports, Business Objects or Excel to support technical staff in running reports.
- Knowledge of change management.
- Knowledge of strategies for effective planning and management of informatics projects/programs based on business and management requirements.

Skills Statements:

- Skill to develop specific goals and plans to prioritize, organize, and accomplish work.
- Skill to document status and outputs of projects and processes.
- Skill to engage in testing of information solutions using appropriate methodologies and techniques.
- Skill to coordinate diverse activities to ensure completion of projects, tasks and assignments.
- Skill to apply fact-finding and work measurement techniques to organization systems.
- Skill to synthesize diverse facts, opinion and materials into usable work plans.
- Skill to apply quality management and improvement tools and processes to operational problems.

- Skill to oversee testing of information solutions using appropriate methodologies and techniques.
Skill to manage information system projects.

Abilities Statements:

- Ability to balance multiple, competing program demands.
- Ability to establish long-range objectives and specify the strategies and actions to achieve them.
- Ability to synthesize voluminous and diverse facts, opinions, and materials into usable work plans.

 **Information Systems**

Applies fundamental knowledge of hardware, software (including business rules and algorithms), and network infrastructure essential to ensuring that public health requirements are met.

Knowledge Statements:

- Knowledge of health information systems.
- Knowledge of large databases and database functions/utilities.
- Knowledge of electronic data transfer methods.
- Knowledge of automated software applications such as IIS.
- Knowledge of relevant software and computer query and reporting tools, such as SQL, Crystal Reports, Business Objects or Excel to run reports.
- Knowledge of health related vendor products such as EHRs.
- Knowledge of analyzing and proposing system development or enhancement tasks.
- Knowledge of basic system performance monitoring and tuning techniques.
- Knowledge of computer hardware and system operations.

Skills Statements:

- Skill in use of common software products such as Word, PowerPoint and Excel.
- Skill to adopt complex, modern information technology and communication tools.

Abilities Statements:

- Ability to solve complex issues requiring coordination, technical ability, and knowledge of computer and information systems to evaluate alternatives.

 **Policy**

Ensures that information projects adhere to relevant laws, rules, policies, procedures and regulations.

Knowledge Statements:

- Knowledge of applicable laws, statutes, policies and procedures regarding public health and health information.
- Knowledge of types of agreements such as data use agreements and memorandums of understanding that govern data access and sharing.
- Knowledge of policies and Standard Operating Procedures (SOPs) specific to IIS operations.
- Knowledge of records management.
- Knowledge of recommended schedules.
- Knowledge of information security and privacy laws/policies as well as appropriate procedures to manage confidential data.
- Knowledge of the executive and legislative decision making process.

Skills Statements:

- Skill to appropriately apply IIS policies and procedures to specific situations.

- Skill to use relevant information to determine whether events or processes comply with laws, regulations, standards or procedures.
- Skill to develop standard operating procedures.
- Skill to interpret laws, rules, policies and procedures and applying interpretations to specific situations.

Abilities Statements:

- Ability to apply public health laws, regulations, and policies specific to the Immunization Program.
- Ability to quickly learn processes, and practices.
- Ability to recommend modifications or enhancements to systems and policies.
- Ability to establish procedures for diagnosing and solving technical problems.
- Ability to use relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.


Communication

Practices active, effective communication between IT, public health and other relevant stakeholders.

Knowledge Statements:

- Knowledge of methods and procedures of technical report writing.
- Knowledge of methods for presenting statistical, demographic, programmatic and scientific information to professional and lay audiences.

Skills Statements:

- Skill in using phone, email, fax, text messaging, instant messaging and other telecommunications methods.
- Skill in communicating in writing, orally, electronically and in person with linguistic and cultural proficiency.
- Skill in applying effective communication and group dynamic strategies in interactions with individuals and groups.
- Skill in communicating the role of public health within the health system and community to diverse audiences.
- Skill in effectively communicating the capabilities and limitations of information systems.
- Skill in collaborating with a wide range of internal and external stakeholders including policy makers, health care and social services, end users, agency leaders, and community.
- Skill in managing a high volume of incoming calls and requests from diverse stakeholders and populations.
- Skill in communicating orally to explain decisions, services, or programs.
- Skill in resolving problems through negotiation.
- Skill in stakeholder engagement and collaboration.

Abilities Statements:

- Ability to build mutual trust, respect and cooperation among team members.
- Ability to communicate effectively to technical and non-technical audiences in both written and oral methods.
- Ability to contribute as a strong member of a self-directed work team.
- Ability to develop constructive and cooperative working relationships with others, and maintain them over time.
- Ability to effectively express ideas orally and in writing using appropriate language and organizing ideas in an objective manner.
- Ability to translate or explain what information means and how it can be used.

- Ability to effectively communicate the capabilities and limitations of information technologies.
- Ability to represent the Program as a staff person for project, advisory, or technical committees.
- Ability to work effectively with senior-level decision-makers and their immediate staff members.
- Ability to clearly explain public health informatics and programmatic policies, programs, and resources related to IIS.

Analysis, Visualization & Reporting

Translates data to information and knowledge that leads to action using consistent analytic and reporting tools and techniques.

Knowledge Statements:

- Knowledge of techniques sufficient to collect, analyze, interpret and summarize data in a narrative or graphical format.
- Knowledge of the methods for analyzing and proposing system development tasks.
- Knowledge of business process analysis.

Skills Statements:

- Skill to analyze business needs and product requirements to create or design a system enhancement.
- Skill to determine how a system should work and how changes in conditions, operations and the environment will affect the outcomes.
- Skill to analyze business needs and product requirements to create or design a system enhancement.
- Skill in writing clear and concise narratives and statistical summaries.
- Skill in composing written and oral responses to inquiries, narrative reports, instructional materials.

Abilities Statements:

- Ability to apply general rules to specific problems.
- Ability to exercise appropriate judgment in determining when an issue or problem needs referral to management or other staff.
- Ability to combine pieces of information to form general rules or conclusions.
- Ability to analyze, evaluate and solve procedural problems
- Ability to interpret technical materials to evaluate alternative technical solutions to address agency needs.
- Ability to research and design the techniques, methods, and principles used in complex data analysis.
- Ability to understand the implications of new information for both current and future problem-solving and decision-making.
- Ability to read and interpret technical materials to better assist end users.

Evaluation

Applies rigorous methods to evaluate the effectiveness of workflows and information technology.

Knowledge Statements:

- Knowledge of general data quality concepts.
- Knowledge of detailed quality assurance and improvement methodology.

Skills Statements:

- Skill to identify complex problems and review related information to develop and evaluate options and implement solutions.
- Skill to identify measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Abilities Statements:

- Ability to evaluate information against a set of standards of information integrity and comparability.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to evaluate work products to ensure program objectives and agency needs are met.


Principles & Strategy

Applies strategic thinking, leadership techniques and informatics principles to public health information needs.

Knowledge Statements:

- Knowledge of the development of IIS systems over time.
- Knowledge of the multiple purposes and audiences that leverage IIS data and functionality, and the methods by which they access IIS data.
- Knowledge of the basic concepts of vaccine management, such as inventory and accountability.
- Knowledge of healthcare systems and practices.
- Knowledge of management practices related to business operations including human resources, budgeting and financial analysis, and performance improvement.
- Knowledge of methods and techniques of the analysis and reporting of financial data.
- Knowledge of principles, methods and standards of program management.
- Knowledge of principles, practices, and trends in public administration, business operations, and management.
- Knowledge of procurement of goods and services through contract agreements and experience administering standard contracts or agreements.
- Knowledge of strategies for achieving effective data acquisition, management, quality, storage, use, and application to address population health needs.
- Knowledge of the State budgetary process, including analysis of state and federal revenues and expenditures.
- Knowledge of theory and principles of organizational systems and the methods of application to government operations.
- Knowledge of theory, principles and practices of organizational behavior, analysis and evaluation.

Skills Statements:

- Skill to monitor or assess performance of other individuals or organization systems to make improvements or take corrective action.
- Skill in effective grant writing.
- Skill in human relations and management.
- Skill to apply principles, theories, and practices of public administration and management to support health informatics practices to meet organizational objectives.
- Skill to use grant/solicitation/collaboration software and/or online services and other systems as designed to support grant management, accounting and reporting.

Abilities Statements:

- Ability to work independently with little or no supervision.
 - Ability to work well in a high-pressure environment.
 - Ability to apply high attention to detail to work products.
 - Ability to use independent judgment, decision making and problem resolution to perform technical, operational, or administrative functions.
 - Ability to learn the organizational structures, roles, and interrelationships of local public health agencies, private health care organizations, private practices, school health and health plans.
 - Ability to correctly assess the political and institutional environment in which decisions are made and implemented.
 - Ability to collaborate with governmental and non-governmental organizations to meet the information needs of a wide range of users and data sharing partners.
 - Ability to recommend, select and utilize practices and tools in support of public health data acquisition, management, analysis, planning and reporting.
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Training

Effectively applies concepts of adult learning theory to educating a broad range of technical, programmatic and clinical audiences.

Knowledge Statements:

- Knowledge of techniques and methods of disseminating technical and programmatic information with external partners and stakeholders.

Skills Statements:

- Skill in creating and implementing trainings and presentations.
- Skill in developing and writing effective training and promotional materials.
- Skill in the development and use of distance training methods, including conference call and webinar tools.

Abilities Statements:

- Ability to prepare, present and train on highly complex technical material and issues to non-specialists.