PHAB POSITION ANNOUNCEMENT
SYSTEMS ANALYST
OCTOBER 2019

The Public Health Accreditation Board (PHAB) announces the following job position posting. Interested applicants should send a current CV or resume and contact information for three professional references electronically in Word/PDF format to Catrina Kerrison at ckerrison@phaboard.org.

The subject line should read "PHAB System Analyst" The position will be posted until October 31, 2019 or until it is filled. Questions regarding the position should be directed to the same e-mail address.

Job Title:	Systems Analyst
Department:	Operations
Supervisor:	Chief Administrative Officer
Employment Status:	Regular Full-Time
FLSA Status:	Exempt
Supervision:	None
Location:	Alexandria, VA
Travel:	No Travel Required

Introduction:

The Public Health Accreditation Board (PHAB) is the accrediting body for the national public health department accreditation program for Tribal, state, local, and territorial governmental public health departments. Accreditation provides a means for a public health department to identify performance improvement opportunities, to improve management, develop leadership, and improve relationships with members of the community. The Public Health National Center for Innovations (PHNCI), a division of PHAB, aims to foster alignment and spread innovation in health departments as a means to improve performance and ultimately, health.

Position Summary:

Systems Analyst primary role is to ensure the stability, integrity, and efficient operation of the in- house information systems that support core organizational functions. This is achieved by monitoring, maintaining, supporting, testing all enterprise software and associated operating systems both internal and external to PHAB. The Systems Analyst will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues in order to maximize the benefit of PHAB's Information systems investments.

The Systems Analyst will also be the intermediary for PHAB staff and volunteers to ensure requests are processed and resolved in a timely manner.

Systems supported include:

- **e-PHAB** – PHAB's Accreditation Software Platform (SaaS provided by Liaison International)
- **Bridge** – PHAB's Learning Management System (SaaS provided by Intsructure, Inc.)
- **PHQIX** – PHAB's Quality Improvement and Performance management Drupal hosted site that is in development and rebranding
- **DVT** – PHAB's Data Visualization Tool that is in development and will be a Drupal hosted site using D3 as the Data tool.
- **PHABOARD.ORG and PHNCI.ORG** – Websites for both PHAB and the Public Health National Center on Innovation
- **Office 365 and SharePoint** – PHAB's Office Suite – SharePoint project underway to move from in-house file server to cloud-based file server system.

Position Responsibilities:

Strategy & Planning

- Collaborate with the CAO and Operation staff to ensure smooth and reliable operation of software and systems for fulfilling business objectives and processes.
- Comprehend internal business operations and make recommendations for process improvement as related to how the information systems are being utilized.
- Participate in the development of System Requirements for both new systems and enhancements/additional modules for existing systems.

Development, Testing & Deployment

- Execute test processes and procedures used to ensure that user interface works as expected from the user's perspective (full end to end user experience, including communications such as email and text)
- Identify and investigate issues found during testing and deployment
- Assess test scenarios, develop appropriate use cases/test plans, and help prepare test data
- Assist with quality assurance testing and data validation
- Create SQL queries in order to perform data analysis and validation of backend data
- Work within multiple systems platforms

- Stay abreast of the latest software and hardware products that may benefit PHAB Operations

Operational Management

- Work with external SaaS vendors in monitoring bug and enhancement requests.
- Work with external IT help desk support vendor to maintain documentation as it relates to system configuration, mapping, processes, and service records.
- Provide orientation and training to end users for all modified and new systems.
- Work directly with IT help desk support vendor to understand insure they are providing the operational support for Windows servers supporting production, security, training, disaster recovery, test, and development efforts.

Knowledge and Skills Required:

- Experience in overseeing the implementation of software systems, applications, and related products.
- Experience with systems planning, security principles, and general software management best practices.
- Familiarity with the organization's goals and objectives.
- Knowledge of applicable data privacy practices and laws.
- Strong project management skills.
- Strong interpersonal skills, excellent communication skills, reliability, effective follow-through in an IT technical environment. Ability to conduct research into systems issues and products as required.
- Ability to communicate ideas in both technical and user-friendly language.
- Highly self-motivated and directed, with keen attention to detail.
- Strong analytical and creative problem-solving abilities.
- Ability to prioritize and execute tasks in a high-pressure environment.
- Strong customer service skills.
- Ability to work in a team-oriented, collaborative environment.
- Wiling to be available via email or cell phone and respond timely after normal business hours.
- Experience with managing IT assets inventory and maintaining precision records

Specific System Experience

- 3+ years of User Acceptance Testing or Quality Assurance testing experience preferred.
- 3+ years of Microsoft Exchange and Office 365 suite implementation experience.
- Excellent process development and problem resolution skills
- Experience with supporting VOiP telephony both on-prem and cloud-based
- Experience with supporting the migration of VPN server to SharePoint and 365

- Experience supporting multiple operational systems and working with Software as a Service partners

Formal Education

- Bachelor's degree in Information Systems, Computer Science, or related field, and 3+ years of System Administration experience or 5 years related IT experience.

Role Impact:

The System Analyst will have broad organizational impact by providing staff with focused support in areas that were once distributed across multiple staff. This individual will be critical in assisting PHAB in managing finite resources more efficiently and provide more timely and accurate reporting on systems performance as well as identifying organizational needs. PHAB has effectively utilized third-party resources by outsourcing much of the IT and system needs, but the increasing complexity requires an in-house resource for PHAB to have continued success.