Job Title:	Systems Analyst
Department:	Research and Product Development
Supervisor:	Sr. Director of Product Development and Data Systems
Employment Status:	Regular, Full-time
FLSA Status:	Exempt
Supervision:	None
Location:	Remote
Travel:	10%
Salary Range	$95,000 to $110,000

Interested applicants should send a cover letter describing their interest in the position and a current CV or resume electronically in Word/PDF format to resume@hri-online.com.

Effective Date: January 2023

Introduction:

The mission of the Public Health Accreditation Board (PHAB) is to advance and transform public health practice by championing performance improvement, strong infrastructure, and innovation. PHAB is the accrediting body for Tribal, state, local, and territorial governmental public health departments in the U.S. 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. PHAB is committed to diversity, equity, inclusion, and antiracism (IDEA) and is on an ongoing journey to build an inclusive and welcoming organization.

Position Summary:

The Systems Analyst's main responsibility will be to support PHAB's growing portfolio of data and IT products, including the Public Health Infrastructure Data System (PHIDS) online platform and e-PHAB. PHIDS is a Centers for Disease Control and Prevention (CDC)-funded data portal which supports public health department transformation by compiling, visualizing, and reporting on core aspects of health department infrastructure including staffing and ability to carry out core public health functions. e-PHAB is PHAB's online platform used by health departments for initial accreditation and reaccreditation.

The Systems Analyst, under the direction of the Senior Director of Product Development and Data Systems, will inform the development of requirements for implementation and enhancement of PHIDS, e-PHAB, and related systems. They will work across PHAB teams, health departments, and partner organizations to identify how stakeholders create, share, and use data to serve health equity-based goals. The Analyst will negotiate requirements and subsequently track them across their lifecycle to ensure stakeholders needs are met. They will both directly contribute to testing efforts, as well as direct a testing strategy, to minimize burden on users and other PHAB staff for user acceptance testing. They

will also use their understanding of business analysis, process reengineering, and IT knowledge to suggest improvements to products and business processes.

The Systems Analyst will also assist the Senior Director in the program and project management of other data systems in the department's portfolio.

The Systems Analyst will participate in the equity-based strategic goals of the unit to meet PHAB's organizational strategic priorities[1].

Position Responsibilities:

Owns requirements management process

- o Develops and maintains Requirements Management Plan, with input from Senior Director and Product Manager
- o Working closely with vendor team, gathers, analyzes, and documents requirements
- o Monitors and tracks requirements, and controls changes to requirements to support accountability from implementation teams (e.g., vendors, partners, and PHAB teams)
- o Maintains a clear communication protocol that keeps all stakeholders engaged in requirements management processes

Ensures traceability of requirements and builds institutional knowledge for product development

- o Performs business analysis and documents requirements to ensure that stakeholders, at any time, have access and visibility into requirements management (e.g., what requirements are, which requirements were changed, why, when, and by whom)
- o Suggests requirements artifacts to leadership team, and works with program staff and vendor team to produce them

Owns quality assurance management for PHIDS and related data systems

- o Manages QA test plan and clearly outlines roles for stakeholders, including vendor teams, partners, and clients (e.g., health department users)
- o Working closely with vendor team, produces test cases for functionality, security, and usability
- o "Rolls up their sleeves" and performs testing as appropriate to minimize user acceptance testing burden on users/staff resources
- o Coordinates with stakeholders to ensure user/staff resources are aligned for user acceptance testing

Supports an environment of continuous improvement

- o Serves as PHAB's technical expert on business and system analysis and maintains knowledge of best practices (e.g., Business Analysis Body of Knowledge[2])

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[1] PHAB-Strategic-Plan-2022.pdf (phaboard.org)

[2] https://www.iiba.org/career-resources/a-business-analysis-professionals-foundation-for-success/babok/

- o Maintains a general understanding of business processes related to PHIDS and other major PHAB products
- o Proactively identifies opportunities for process reengineering and system improvements and effectively communicates their advantages

Supports program and project management of other data systems as necessary

- o Actively and independently suggests ways to contribute to emergent PHAB needs, including ideation of new products, opportunities for streamlining processes, and opportunities to further implement equity-based frameworks into all elements of product management
- o Provides analytical, program and project management support to other systems in the Research & Product Development portfolio as necessary to help drive the unit towards PHAB's objectives and goals

Knowledge and Skills required:

- Advanced degree (Master's or Doctorate) in relevant field (e.g., degrees in business administration, engineering, informatics) or current certification in relevant field (e.g., CompTIA IIBA, PMI) preferred; work experience (2 additional years) could substitute for an advanced degree.
- 2-3 years of progressively responsible experience in business or systems analysis; experience must include working with IT developers and clients.
- 2-3 years of experience with requirements development and testing of information systems.
- 2-3 years of experience working with application development vendors.
- Experience with project management preferred.
- Experience working with data with special confidentiality concerns (i.e., public health or health data or other governmental data sets) required.
- Experience working in or supporting a public health or governmental setting strongly preferred.
- Experience with data visualization and presentation to non-technical stakeholders.
- Demonstrated commitment to building PHAB's aligned and healthy culture, including a commitment to inclusion, diversity, equity, and anti-racism (IDEA).
- Demonstrated ability to identify and effectively address performance-limiting issues affecting both individuals and teams.
- Demonstrated ability to identify new or emerging programmatic needs and to develop and/or adapt programs or initiatives to address them, going from concept to implementation
- Demonstrated ability to work effectively with external partners and/or stakeholders to develop common approaches to address complex issues.
- Demonstrated track record of adaptive leadership, innovation, creativity, flexibility, collaboration, strategic thinking, implementation of strategy through collaboration in teams and across teams, valuing inclusion & diversity, and depth of relevant subject matter expertise.

- Demonstrated ability to work effectively with external partners and/or stakeholders to develop common approaches to address complex issues in public health, social services, or health care with a strong preference for candidates with public health experience.
- Excellent interpersonal, communication, customer-service, and organization skills.
- Excellent ability to work with and support small working groups of professionals.
- Ability to work independently and be self-directed and self-motivated.
- Excellent ability to handle multiple projects and organize materials and people to achieve outcomes within tight timelines.
- Ability to think strategically and translate concepts into programs and products.
- Skilled in the use of technology to manage projects and communicate with diverse audiences.
- Demonstrated experience working collaboratively with peers in a team-oriented environment.
- Proficient in database and computer application systems and computer literacy.
- Ability to travel.

Role Impact:

The Systems Analyst contributes to the success of PHAB with responsibility for developing and managing one of PHAB's new flagship products. The incumbent works under the general direction of the Senior Director of Product Development and Data Systems and the Vice President of Research and Product Development. The incumbent focuses on ensuring clients' needs are captured, translated to requirements, and ultimately solutioned for by PHIDS and other products. They will ensure that products are efficiently delivered by negotiating requirements that maximize value for stakeholders as an entirety, and by minimizing testing burdens on users and staff resources. The Systems Analyst contributes to the advancement of PHAB's mission in accordance with stated goals and workplans, raising the visibility of PHAB's contributions to advancing public health practice.

HYBRID EMPLOYER ENVIRONMENT: The Public Health Accreditation Board's staff currently work in a hybrid office environment. At the time of hiring, staff members are asked to elect if they will primarily work from an office in their home or in the headquarters office (currently in Alexandria, VA.) If they elect to work from a home office, they must agree to maintain a professional working environment with a dedicated workspace, including high-speed internet access. All staff are required to participate in in-person staff meetings that occur currently on a semi-annual basis for up to 5 consecutive days. These in-person staff meetings may be increased quarterly, as determined by management. Travel and related expenses for these meetings will be paid for by the employer.

VACCINATION REQUIREMENTS: All staff and volunteers of the Public Health Accreditation Board are required to provide proof that they are fully vaccinated against COVID-19. Additional vaccination requirements may be put in place in the future as warranted by the current COVID-19 pandemic or emergent public health threats in the future.

EEO STATEMENT: PHAB is an Equal Employment Opportunity (EEO) employer and does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, marital status, or disability (in compliance with the Americans with Disabilities Act) with respect to employment opportunities.