State of New Hampshire Job Posting
Department of Health and Human Services
Division of Public Health Services
Concord, NH- Hazen Drive

SYSTEMS DEVELOPMENT SPECIALIST IV
Immunization Information System Onboarding Technician
LG 26
#9T2886
Position End Date: 6/30/2021

*See total compensation information at the bottom of announcement.

The State of New Hampshire, Department of Health and Human Services, Division of Public Health Services has a full time vacancy for Systems Development Specialist IV.

SUMMARY:
Under direction of the Public Health Program Manager, coordinates the onboarding and merging of electronic health records into an Immunization Information System (IIS) between clinical and technical teams. Provides technical support to the public health immunization program including monitoring system functionality, testing information exchange, providing training, and recommending technical and procedural solutions to improve operations.

RESPONSIBILITIES:
Monitors and evaluates NH's IIS functionality to ensure the system runs without interruptions for all users. Provides leadership and coordination to IIS Onboarding/Interoperability to meet NHIP goals. Assists with and performs analysis of VAXNH onboarding process. Identifies and resolves issues during the onboarding process with provider staff.

Provides user training on the IIS and assists with the preparation of training material for users and production control staff. Provides user training in use of VaxNH to ensure proper performance. Compiles user documentation to support user training and implementation of the system to healthcare providers. Works with various levels of users (e.g., IT technical staff, EHR/EMR vendors, healthcare provider office staff, etc.) demonstrating and explaining the various functionality within VaxNH. Works with healthcare providers and staff to setup interfaces to allow the flow of immunization data into VaxNH. Provides backup to creating online training and evaluation for VaxNH modules.

Tests organization and vendor computer systems, including upgraded software and associated utilities. Prepares onboarding technical support of unidirectional and bi-directional web-based immunization information exchange

for IIS partners. Coordinates with healthcare IT staff to facilitate testing the transport of message format, content and functionality. Coordinates transition to production data submission.

Provides technical recommendations to improve computer quality and performance as required. Maintains technical knowledge of critical program development and advises users of changes. Works with software vendor for the selection and implementation of sustainable solutions.

Develops procedures to improve onboarding process, system impact and performance. Compiles standardized procedures for HL7 data import and approval, reviews response files and advises partners on error handling. Collaborates with jurisdictional Public Health Informatics Initiatives regarding Meaningful Use and Health Information Exchange (HIE) activities. Ensures alignment with all relevant national IIS and health information exchange standards for messaging format, content, and transport functions. Develop and maintain Standard Operating Procedures (SOPs) and data exchange specifications.

Performs diagnostic troubleshooting of operating systems' problems as they relate to end user applications. Serves as point of contact for any site transitioning to HL7 data exchange, for partners, data sources and vendors. Collaborates with IIS vendors regarding security certificate management, web-services functionality, and documentation.

Resolves systems problems and issues as they occur. Analyzes existing procedures for monitoring data to identify inefficiencies and recommends effective changes within the system. Develops and prepares reports listing data errors from healthcare providers. Alerts program staff to errors for resolution. Assists in answering questions from healthcare providers using the VaxNH Helpline or VaxNH email box.

Represents the State of New Hampshire Immunization Program as an IIS team member at national meetings and conferences.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with at least 15 credit hours in the field of computer science. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years' experience as a computer programmer or systems analyst associated with computer systems similar to the recruiting agency. Each additional year of approved work experience may be substituted for one year of required formal education.

LICENSE/CERTIFCATION: Eligibility for New Hampshire's driver's license and/or access to transportation for use in statewide travel.

PREFERRED QUALIFICATIONS:
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 the principles of work organization and simplification. Knowledge of relevant software and computer query and reporting tools, such as SQL, Crystal Reports, Business Objects or Excel to run reports. Knowledge of electronic

data transfer methods. Extensive knowledge of relevant software, such as SQL, Excel and Word. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

PREFERRED WORK TRAITS:
Skill in communicating and 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. Ability to solve complex issues requiring coordination, technical ability, and knowledge of computer and information systems to evaluate alternatives. Ability to use relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards. Proficient communication skills in writing, orally, electronically and in-person.

DISCLAIMER STATEMENT: The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

For further information please contact **Colleen Haggerty, Chief, NH Immunization Section, Colleen.Haggerty@DHHS.NH.GOV, 603-271-4261.**

Documents that can't be submitted online may be forwarded to:
Department of Health and Human Services- Human Resources
129 Pleasant Street
Concord, NH 03301

***TOTAL COMPENSATION INFORMATION**

The State of NH total compensation package features an outstanding set of employee benefits, including: