



AIRA
AMERICAN IMMUNIZATION
REGISTRY ASSOCIATION

Technical Assistance Analyst Position Description

Background

The American Immunization Registry Association (AIRA) is a 501(c)(3) nonprofit membership organization that promotes the development and implementation of immunization information systems (IIS) as an important tool in preventing and controlling vaccine preventable diseases. The organization provides a forum through which IIS programs and interested organizations, individuals and communities combine efforts, share knowledge, and promote activities to advance IIS and immunization programs. A strong, unified voice for standards, policy and funding, AIRA is a resource for data exchange standards development, information sharing, education, and training.

AIRA is seeking a Technical Assistance (TA) Analyst to ensure AIRA is meeting the technical assistance needs of the IIS community. The TA Analyst, under the direction of AIRA's Director of Standards and Analytics, will help operationalize AIRA's Customer Relationship Management (CRM) system to fulfill the needs of the entire organization, coordinate internal communication between teams to help inform AIRA staff offering TA, perform data extracts and analysis from the CRM to understand trends, develop and implement processes and documentation to improve the use of the CRM throughout the organization, oversee and manage the administrative staff process of weekly data quality monitoring, and foster relationships with AIRA members and AIRA staff.

AIRA is looking for a team player who will demonstrate drive and initiative. The successful candidate will possess a positive, optimistic, can-do attitude and have demonstrated problem-solving skills, a strong work ethic, and the ability to work independently in a fast-paced environment. The ideal candidate will be dependable, organized, and detail-oriented; able to multi-task; and have excellent verbal, written, and interpersonal skills.

Job Responsibilities

The person in this position will:

- Oversee and manage AIRA's Customer Relationship Management (CRM) system called Zoho CRM.
- Extract and analyze data out of Zoho CRM to inform TA strategy and business decisions on how TA is offered and managed throughout the organization.
- Support and help coordinate TA outreach by streamlining communications with our members.



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- Oversee and manage the administrative staff support process of weekly data quality activities including reviewing error and warning logs from API (Application Programming Interface) software to fix data quality errors between the membership application and Zoho CRM.
- Develop process and methods to improve TA documentation throughout the organization.
- Participate in team meetings to facilitate intra-organization communication about TA.
- Create, test and document data workflows within Zoho.

The TA Analyst will help to manage technical assistance across the organization by gathering and reporting on TA that has been provided to the community, including managing the continued implementation of AIRA's CRM internally. This requires an understanding of the TA efforts being offered across multiple projects and teams, developing internal documentation and training, CRM software configuration and testing, extract and data analysis of TA offering to inform business and resource decisions to meet the needs of the entire organization and the community, creating and testing data field workflows throughout Zoho to improve data quality and reporting, and helping to ensure high data quality through management of both manual data entry and data flowing into the CRM through an electronic interface.

Summary of Duties:

Focus Area	Duties	% of time
Database Application Design and Configuration	<ul style="list-style-type: none">• Develop and implement internal process and standard operation procedures for the use of Zoho CRM.• Create, implement, and document new Zoho features and fields including additional data workflows as the use of Zoho expands.• Understand the relational database implications of additions or changes to fields or workflows within Zoho and how these changes could impact data analysis and reporting.• Train new staff on Zoho and existing staff on new features and functionality.• Become the internal AIRA resident expert on Zoho including how to use the application.	35%





Focus Area	Duties	% of time
Documentation and Data Analytics	<ul style="list-style-type: none">• Develop and maintain Zoho CRM user documentation.• Collaborate across the organization to ensure features, fields, and functionality within Zoho CRM are meeting organizational needs.• Oversee and manage the administrative staff support process of weekly data quality activities.• Monitor and correct data quality within Zoho CRM from both an electronic interface and manual data entry.• Export and analyze data from Zoho to inform TA strategy and business decisions on how TA is offered, resourced, and managed throughout the organization.• Gather and design data reports within Zoho to share the types and amounts of TA offered over specific time periods for both internal staff and external stakeholders.• Provide visibility into TA that is being delivered across the organization by updating tracking tools, including Zoho CRM, and providing data analytics to ensure alignment and synergy across the organization.	35%
Technical Assistance Content & Coordination	<ul style="list-style-type: none">• Establish and maintain cooperative and effective working relationships across teams using Zoho.• Gather and obtain an understanding of TA efforts across multiple projects and teams by attending internal team meetings and becoming versed at a high level with TA content.• Inform those providing TA within the organization about other TA efforts to streamline communication and ensure member outreach efforts are coordinated.• Develop processes to inform future features within Zoho and processes to capture the most high priority needs across members, partners, and stakeholders within reports that can be shared with AIRA leadership.	25%





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Focus Area	Duties	% of time
Other	<ul style="list-style-type: none">Other duties as assigned.	5%

Knowledge

The ideal candidate will have knowledge of the following areas:

1. Broad technical, clinical, and public health knowledge of immunization information systems and the exchange of immunization information.
2. Knowledge of Customer Relationship Management systems.
3. Working knowledge of project management functions and capabilities.
4. Clear understanding of the software development lifecycle and large database management knowledge.

Experience & Qualifications

- Bachelor's degree in a relevant field.
- Two or more years of increasingly responsible professional experience preferred.
- Exposure and comfort with supporting teams and use of content tracking applications such as a CRM.
- Experience with large sets of data, performing data analysis, and summarizing findings in reports.
- Workflow and data analysis experience to implement new features and guide the future direction of TA strategy across the organization.
- Strong listening skills and a pro-active, collaborative style of problem-solving.

Ability to:

- Execute effective oral and written communication including correct English usage, grammar, spelling, punctuation, and vocabulary.
- Ensure efficient and timely completion of program projects and activities.
- Maintain sensitive data in a confidential manner.
- Change direction and re-prioritize in response to evolving situations.
- Understand and resolve complex issues across multiple systems.





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- Maintain sensitive data in a confidential manner.
- Prioritize conflicting needs; handle tasks and requests expeditiously and proactively; and follow-through on tasks to successful completion.
- Demonstrate interpersonal skills such as diplomacy and patience.
- Emulate the style, philosophy, and persona of the organization with a positive and professional approach.
- Establish and maintain cooperative and effective working relationships with others and coordinate across groups of people.
- Work independently with little or no supervision.
- Work in a remote/virtual office environment.
- Travel (approximately 3-4 times a year).
- Pass a background and reference check.

Possess:

- A solid track record of meeting deadlines and being responsive.
- Outstanding time management skills.
- Computer proficiency (typing, emailing, web browsing, Microsoft Word, Microsoft Excel, Microsoft Power Point, Microsoft Outlook, Microsoft OneNote, etc.)
- Excellent multi-tasking and organizational skills.
- Initiative to conceive and implement new ideas to improve the success of the organization.

Other Relevant Information

- AIRA will consider applicants interested in contract, part-time (20 hours/week), and full-time (between 30-40 hours a week) work for this position.
- Benefits are available for full-time employees.
- Headquarters are in Washington, DC, but this position will work remotely (telecommute).

Application Process

Applicants must complete and submit an application packet consisting of:



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1. AIRA Job Application
2. Cover letter – please include the type of position sought (contract, part-time, full-time) and salary requirements
3. Resume
4. Writing sample – 2-3 paragraphs maximum, email correspondence is acceptable.

All forms must be compiled into one electronic document and submitted in PDF FORMAT ONLY. Title application as follows: *Technical Assistance Analyst – [applicant's last name] August 2021*. Electronic applications will only be accepted for this position. Send complete application package to admin@immregistries.org. Applications that do not include the requested information in the correct format may not be considered.

Submission Deadline

The deadline for the submission of applications is September 17, 2021. Consideration of applicants will begin immediately upon receipt of application.

