

## **Contract Job Opportunity within Texas Immunization Information System Team (Contract IIS Trainer)**

### **Brief Job Description**

The Immunization Information System (IIS) Trainer is responsible for developing training and communications tools to train current and new IIS users and partners. This individual is also responsible for the education of IIS customer support/help desk staff. This role may manage contacts for all IIS end users and partner organizations, documenting and/or assigning identifiers for individuals, provider sites, schools, vendors, or other partners submitting or querying IIS information. This contract Program Specialist IV (IIS Trainer) position works with minimal supervision from the IIS Group Manager, within the Immunization Unit.

Consistently treats customers, stakeholders, partners, vendors and co-workers with dignity and respect. Creates and maintains a work environment that is welcoming and respectful of diversity. Sets clear guidelines and models expected professional behaviors. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

### **Essential Job Functions (EJFs)**

Attends work on a regular and predictable schedule in accordance with agency leave policy and performs other duties as assigned.

(40%) Coordinates and directly participates in the development of training tools and communication and marketing resources. Develops training tools and guides for all partners, stakeholders, and end users of the IIS. Supports and maintains initial design and subsequent modifications to the IIS pages of the public DSHS website. Identifies user/stakeholder needs and creates content to address them. Distributes training materials through the Unit's learning management system (Vaccine Education Online), Unit newsletters, agency website and other communication channels. Monitors IIS training content and ensures that content is current and accurate. Posts updated materials and links as necessary.

(25%) Provides outreach and training as a core representative of the Texas IIS. Presents locally and nationally to professional and lay audiences on program data and outcomes. Provides initial and ongoing training to immunization program health educations, IIS HelpDesk staff and/or TVFC site visit staff. Serves as the primary liaison to provider clinics, with

emphasis on both private and public providers. Serves as liaison between IIS and other programs to integrate IIS into all aspects of Immunization Program, including Vaccines for Children (VFC) and Assessment, Feedback, Information and eXchange (AFIX) projects. Develops outreach plans to market the IIS and cultivate partnerships. Responds to inquiries from private and public immunization partners from the field, as well as from the public-at-large. Monitors and assesses IIS participation for both reporting and data access. Leads training of new functionality and ensures that IIS user support is continuously available and production problems are addressed and resolved in a timely fashion.

(20%) Coordinates the education of the customer service team to respond to calls from health care providers, school personnel, childcare providers and other stakeholders. Coordinates the documentation of policies and standard operating procedure to guide operations. Provides specialized technical and public health expertise to oversee operations within the IIS. Assists with the review and interpretation of statutes, regulations, policy, technical guidance, confidentiality policies and implementation strategies for staff, management, other state and local government agencies, consultants, health providers, and the public.

(10%) Recommends, plans and tracks enhancements aimed at improving the IIS user experience. Assists with comprehensive planning, policy development and technical consultation to achieve program goals. Develops strategies for major projects including goals, objectives, performance measures, and outcomes. Contributes to the design, development, testing and implementation of IIS functions and enhancements.

(5%) Other duties as assigned include but are not limited to actively participating and/or serving in a supporting role to meet the agency's obligations for disaster response and/or recovery or Continuity of Operations (COOP) activation. Such participation may require an alternate shift pattern assignment and/or location.

### **Knowledge, Skills and Abilities**

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 diverse IIS stakeholders and funding mechanisms.

Knowledge of principles, methods and standards of project management.

Skill in public speaking, preparing and conducting presentations.

Skill in developing specific goals and plans to prioritize, organize, and accomplish work.

Skill in documenting the status and outputs of projects and processes.

Skill to engage in testing of information solutions using appropriate methodologies and techniques.

Skill in resolving problems through negotiation.

Skill in stakeholder engagement and collaboration.

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

Ability to balance multiple, competing program demands.

Ability to establish long-range objectives and specify the strategies and actions to achieve them.

If interested, please email the Texas IIS Manager, Kevin Allen ([kevin.allen@dshs.texas.gov](mailto:kevin.allen@dshs.texas.gov)) for additional information.