

JOB DESCRIPTION	
ORGANIZATION	IISC MEDICAL SCHOOL FOUNDATION
POSITION	FUNCTIONAL ANALYST / TRAINER
REPORTING TO	SENIOR FUNCTIONAL ANALYST
Key areas of responsibility:	Support the design, development, implementation, and optimization of clinical and administrative systems within the hospital.
Overall Responsibilities:	Conduct in-depth analysis of existing clinical and administrative workflows to identify areas for digital transformation and efficiency gains.
	Gather, document, and prioritize business requirements for new features and functionalities within the Hospital Information System (HIS), Electronic Health Records (EHR), and other health tech platforms.
	Translate business needs into clear, concise functional specifications and user stories for the technical development team.
	Configure and customize modules within the HIS/EHR to align with documented business processes and workflows.
	Actively participate in the system development lifecycle, including design, development, testing, and deployment.
	Provide support for user acceptance testing (UAT) to ensure new features and systems meet the functional requirements.
	Develop training materials and provide hands-on training to end-users on new system functionalities.
	Serve as the first point of contact for complex functional queries and provide ongoing support to clinical and non-clinical staff.
	Collaborate with department heads and end-users to identify and resolve system-related bottlenecks and improve operational efficiency.
	Proactively identify opportunities for leveraging technology to enhance patient care and administrative processes.
	Provide post-implementation support, including troubleshooting system issues, managing bug fixes, and coordinating with IT for system maintenance.
	Ensure data integrity and seamless interoperability between different healthcare systems (e.g., HIS, LIMS, RIS, and PACS) to maintain a unified patient record.
	Develop and maintain comprehensive system documentation, user manuals, and Standard Operating Procedures (SOPs).
	Act as a change agent, assisting departments and staff in adapting to new technologies and processes through effective communication and support.
	Collaborate with clinical leaders and IT architects to align technology solutions with the hospital's long-term strategic goals for digital health.

Key Performance Indicators - Measurable Deliverables	Percentage of functional requirements accurately captured and documented for healthcare information system projects.
	Time taken to configure or customize healthcare information systems based on defined functional requirements.
	Percentage of test cases executed successfully during system testing phases, including functional, integration, and regression testing.
	Percentage of end-users trained on and actively using healthcare information systems within specified timeframes.
	Rate of successful system implementations and upgrades, measured by minimal disruptions to clinical and administrative workflows.
	Average time taken to address and resolve system-related issues reported by end-users or identified during testing phases.
	Percentage of data accuracy and integrity maintained within healthcare information systems, as measured by data validation audits and error rates.
	Compliance rate with regulatory requirements, privacy laws, and industry standards relevant to healthcare information systems (e.g., HIPAA, Meaningful Use).
	Percentage improvement in clinical and administrative workflows achieved through the implementation of healthcare information system enhancements.
	Number and impact of process improvement initiatives led or supported by Functional Analysts, resulting in enhanced system functionality and user satisfaction.
Essential Qualification :	Bachelors in Health Administration or in healthcare informatics, health information management, computer science, or a related field. Master's degree preferred.
Professional Experience :	5 + years of experience healthcare IT, clinical informatics, or health information management roles preferred.
Strong Skills :	Excellent communication, interpersonal, and stakeholder management skills, Strong problem-solving abilities and attention to detail, Ability to work collaboratively in a team environment.
Industry Preference :	Healthcare
Reporting structure :	Senior Functional Analyst
Reportee	Nil
Key Interaction - Internal	Clinical Teams (Doctors, Nurses), Administrative Teams (Billing, Operations), IT Team (Developers, Infrastructure), and Department Heads.
Key Interaction - External	Technology Vendors and Third-Party Consultants.
Knowledge and Technical competencies/Skills:	Exceptional skill in translating user requirements and business needs into precise functional specifications.
	Deep understanding of healthcare terminology, processes, and standards such as HIPAA.

	Proficiency in a wide range of healthcare systems, including EHR, revenue cycle management (RCM), and clinical decision support tools.
	Strong ability to configure, customize, and troubleshoot healthcare software applications.
	Expertise in the system development lifecycle, including comprehensive testing (functional, integration, and user acceptance testing).
	Strong ability to facilitate change management by developing training materials, providing end-user support, and guiding system adoption.
	Proficiency in analyzing healthcare data to generate reports, dashboards, and analytics for decision-making.
	Excellent communication skills, with the ability to translate technical concepts for non-technical audiences.
Salary Structure	Salary to commensurate as per industry standards

GENERAL CONDITIONS

1. The nature of the employment will be contractual during the project phase and is subject to annual review and renewal. However, the engagement is terminable from either side without any reasons but with one month notice or salary in lieu thereof. The decision of the IMSF in this regard shall be final and binding on the candidate.

2. No accommodation will be provided.

3. The candidates have to appear in the selection process at their own cost.

Mode of Selection: Candidates who are desirous to be considered may submit the CV and cover letter highlighting the qualifications and experience to

office@iiscmedicalschoolfoundation.org on or before **27/02/2026, 5.00 PM** with the subject line: **“Application for Functional Analyst”**. The eligible applicants will be called for an interview. Applications received after the deadline will not be considered for selection.