Job Specification
(2018HB38)

Role:	Business Analyst, GP
Reporting to:	Snr Product Manager, GP
Employment status:	Permanent

Introduction

At Healthbridge we believe in transforming healthcare to enhance people's lives. We creatively look for ways to make healthcare more affordable, accessible and effective for everyone. Our innovative solutions ensure that patients, healthcare providers and other role players in the healthcare ecosystem benefit by collaborating together.

We seek high performers with a positive, growth mindset who will thrive in a culture based on strong values, accountability, openness, collaboration and no politics.

Team Mission
Manage Value

Our purpose is to:
Discover, design and deliver value that clients really need
Make it super simple for 'bridgians & clients to experience our value offerings
Get the market excited to sign-up for our value offerings

Product Management Team
Discover, design and deliver value that clients really need

Role Purpose

The purpose of this role is:
- Business and system analysis of enhancements and extensions to the Healthbridge Switching platform and Pricing Service
- Custodianship of internal system knowledge and integration specifications for all Healthbridge Switching products.

Description

Healthbridge switching products (e.g. claims, eRAs, Benefit Checks, etc.) have been the core of the Healthbridge business and they will continue to be that for the foreseeable future. While there has been considerable market pressure for Healthbridge offerings in this space, it is absolutely essential for Healthbridge to continue with long-term investment in the switching segments (mass market and corporate).

This investment will have two components – expansion and innovation of Healthbridge offerings in the Switching segments as well as a drive, through the use of technology, for more competitive cost to serve products and offerings.

In this role, you will be tasked with the business and system analysis of enhancements and extensions of the Healthbridge Switching and Pricing Service platforms. You will be involved with the project teams (both internal and external) in implementation of new integrations, be it with funders and/or providers. You will also be involved in analysis related to internal systems that support the successful exchange of messages within the Healthbridge infrastructure (e.g. e-Direct, Accelerator, PRISM, etc.)

Further, you will be tasked with custodianship (development of, keeping up to date, clarifying or improvements to) of the integration specifications for Healthbridge switching products.

Your duties will include:
- Compiling business and solution (functional and non-functional) requirements
- Defining and documenting analysis scope and approach
- Effectively evaluating business goals and relating this to project scope
- Performing impact analysis on proposed projects
- Writing & maintaining business and functional specifications
- Facilitating requirements elicitation sessions, analysis artefact review sessions, solution design workshops and solution evaluation sessions
- Designing, reviewing and enhancing conceptual data models
- Creating and maintaining message specifications and message mapping documentation
- Conducting business process analysis
- Identifying and designing business process enhancements
- Providing assistance to other members of the team
- Delivering appropriate work breakdown structures (WBS) and providing accurate timeline estimates
- Proactively identifying business risks and inefficiencies

Job Requirements

Qualifications & Experience
- Tertiary degree (BS in Computer Science, Software Engineering, BCom Informatics or other related technology degree) strongly preferred
- Experience in business and system analysis role and/ or formal qualification
- Experience in Healthcare domain strongly preferred
- Experience in system integration projects or environments

Knowledge and Skills
- In-depth knowledge of Healthbridge Switching environment
- Knowledge of different software development life-cycle methodologies
- UML modelling
- Facilitation
- Business analysis planning and monitoring
- Business and system requirements elicitation and analysis
- Effective documentation skills
- XML and related technologies (including XSD, XSL etc.)
- Systems Thinking – the ability to see how parts interact with the whole (big picture thinking)

Behavioural Competence
- Good verbal communicator: ability to workshop and communicate requirements and designs to local and offshore development teams.; ability to explain technical concepts to project stakeholders in a non-technical way
- Good written communicator: ability to write clear and concise specifications
- Great team player. The ability to easily and effectively interact with local and offshore development teams
- Ability to keep the big picture in mind when designing solutions to problems
- Ability to make objective design/technology decisions based on research/evaluation
- Great problem solver – able to solve obscure, complicated technical and business problems
- High level of professional flexibility and openness to innovative new ideas
- Ability to think outside of the obvious or traditional solution or norms
- Client (internal and external) service orientation
- Ability to self-manage, self-organise and work autonomously
- Ability to operate in a dynamic environment with less clarity and certainty
- Flexibility to interact in a broader environment where various stakeholders have different cultures, skills, abilities or different approaches in working towards a set goal
- Strong ability and willingness to learn and have an open mindedness to different approaches, ideas and points of view
- Ability to recognise the constructive feedback in any critique
- Growth mindset attitude
- Continual learning and self-development