



Job Specification

Product Support Specialist

Employment status:	Permanent
Reporting to:	Client Operations Manager
Location:	JHB

About Healthbridge

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.

About the team

The purpose is to unlock our evolving value proposition for our clients in order for them and for Healthbridge to thrive.

To deliver to this Purpose, we:

- Actively protect our client base
- Shape our evolving value proposition and target markets
- Relentlessly service our client offering, always making the value proposition real
- Make best use of our precious resources

About Growth

Growth opportunities at Healthbridge are wide and varied, with excellent growth opportunities within the role itself to become a specialist. We are a dynamic and growing company that rewards great performance with not only the standard progression (take-my-boss'-job) path, but also offers exciting opportunities to those wishing to expand their horizons.

About the Job



Role Purpose

- Make our value proposition real by helping support the product & client facing teams by:
 - Triaging incoming escalations / cases
 - Providing a clear view / dashboard of prioritised service requests with clear expectations for product, digital (development) & client facing teams
 - Performing product support/analysis on escalated items

- Providing input to help shape our value proposition by looking at opportunities to reduce support costs and manual effort
- Owning, managing & driving cases and other initiatives within the Meraki team, that further improve our value offering
- Liaising with clients to help manage escalations and manage delivery expectations
- Contribute to a culture of learning, improvement and accountability



Description

- Triage, investigate & log product service requests / queries that arise from internal escalations & from Meraki key clients
- Be readily available to respond to escalations of reported system issues (validate first and escalate if necessary)
- Manage the delivery of service requests in conjunction with the product operations lead.
- Clear tracking and dash boarding of service requests
- Perform basic business analysis on product escalations and service requests
- Performing the regular recurring operational processes and administrative procedures required by the Healthbridge Meraki team. E.g. Daily checks on queues
- Uncover preliminary requirements from key clients, and engage with the product owner / BA to further illicit requirements
- Involve the Maintenance team, Product Managers, Developers and Strategic Relations Team as appropriate in product resolution
- Identify interventions that would make our value proposition more real to our clients, and initiate the required actions to achieve this
- Investigating root causes and issues impacting the end users and level of the service and working towards ensuring that the same issues do not re-occur
- Manage relationships with external and operational clients in an operational role
- As with individuals in the Meraki Product teams, you would be expected to manage & drive certain initiatives. This could be migration projects, new internal process workflows, & small pilots
- Other duties that may be assigned from time to time



Job Requirements

Knowledge and Skills

- Continuous learning to attain flawless knowledge of our products, services and systems within the required time-frames
- Ability to deal with basic technical aspects of product support
- Stakeholder management skills across internal and external stakeholders at various levels of organizations
- Systems Thinking – the ability to see how parts interact with the whole (big picture thinking)
- Problem-solving
- Attention to detail
- Mindfulness
- Ability to deal positively with upset clients
- Excellent communication skills
- Proficiency in English, and at least one other official language, preferably more

Qualifications and Experience

- National Senior Certificate (Matric), but a technical support qualification is preferred
- 3+ years client service, preferably in the South African private healthcare environment
- Familiarity with Healthbridge digital products beneficial
- Working with IT systems
- Working with databases (SQL Server), developing and maintaining database scripts an advantage

Competence

- We hold ourselves to behavioral guidelines characterized by these phrases:

- Be accountable, own it
- Quality is a habit, not an act
- Trust, contribute, share & communicate
- Mistakes happen. Own them, learn from them
- Self-motivated and self-directed