Job specification

Product Operations Lead - JHB

Meraki Product

Employment status: Permanent

Reporting to: Head of Product: Meraki

Location: JHB

About Healthbridge

As Healthbridge we exist to liberate life through transforming healthcare. We creatively look for ways to make healthcare more affordable, accessible and effective for everyone. Our innovative HealthTech solutions ensure that patients, healthcare providers and other role players in the healthcare ecosystem benefit by collaborating together.
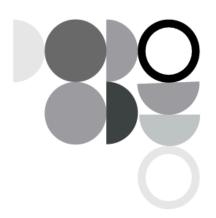
We seek high performers with a positive, growth mindset who will thrive in a culture based on strong values, accountability, openness, collaboration and no politics.

About the team

The Meraki Team is a group of superstars who thrive on lean innovation, a fast pace and willingness to grind. They are passionate about healthcare and using behaviour design and AI to create products that enable unparalleled sophistication and continuous improvement. They collaborate, learn and grow together with a shared vision to create a next generation leading HealthTech platform for Clinicians and Patients in the markets which they are passionate about.

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.
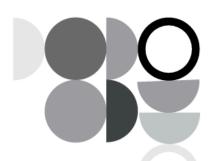
About the job

Role purpose

Lead issue resolution, drive process improvements, and ensure seamless product operations.

The purpose of this role is to organise, prioritise, and drive issue resolution. This entails managing a small team of Product Specialists, managing the day-to-day triaging of issues, incident investigation, providing absolute clarity of the status of issues, and implementing pro-active measures to limit and prevent future problems.

This role will live and breathe operations and would need to get involved in analysis of issues on a detailed level, facilitate workshops, and be proactive in enhancing operational processes. You will be part of the Product team, working closely with the Digital (development) team to resolve issues, and collaborate with teams across the organization. You will need to form strong relationships with & be closely aligned with the client-facing teams.

Description

- Responsible for the daily triaging & management of product cases/issues logged
- Ensure that the operations backlog is up to date (prioritised, detailed enough, statuses updated, etc) and aligned with the expectations of client-facing and product teams
- Clear articulation and justification of priorities required
- Play a key communication role between various business and technical teams to ensure the resolution of key issues and a shared view of the status of open product issues
- Focus on getting matters resolved in a root cause level to ensure the same issues do not re-occur
- Triage, investigate, log & assign product service requests/queries that arise from internal escalations & from external key Meraki clients
- Manage and lead a team of 2 product specialists
- Manage the delivery of service requests in conjunction with the product owner
- Clear tracking and dashboarding of service requests
- Perform basic business analysis on product escalations and service requests
- Involve the Maintenance team, Product Managers aka Owners, 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
- Generation of ad-hoc incident reports as necessary
- As with all 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
- Help the product specialists with performing product support/analysis on escalated items

- Help to identify problem patterns / systemic issues that need to be addressed
- Contribute to a culture of learning, improvement, and accountability

Job Requirements

Knowledge and skills

- Proven technical experience in SQL
- Data analysis: SQL, Excel, data visualization tools (e.g., Tableau, Power BI).
- Cloud-based platforms: Familiarity with cloud services, such as Azure & GCP
- APIs and integrations: Understanding of API architecture and integration.
- General technical know-how (e.g. reading log files, working with JSON and XML, etc)
- Experience in DevOpsor Jira, and Big Query advantageous

Qualifications and experience

- Previous Incident and Problem Management Experience
- At least 3+years of experience in Information Technology
- At least 3+years of experience in an operations role
- Highly effective communication skills both oral and written
- Ability to clearly communicate with both IT and business partners at various management levels
- Capable of handling multiple tasks simultaneously under pressure during critical incidents
- Critical thinking capability and ability to help drive resolution to complex technical problems
- Domain knowledge and experience in healthcare is highly advantageous
- Valid driver's licence and own transport – required to travel

Behavioural Competencies

- Analytical and Problem-Solving: Strong analytical skills, detail-oriented, and results-driven.
- Communication and Interpersonal: Excellent written, verbal, and interpersonal skills.
- Project Management: Organized, structured thinker, and executor.
- Resilience and Motivation: Self-motivated, resilient under pressure, and growth-oriented.
- Coaching and mentoring: Developing team members' skills.