



## Job specification

### **Business Analyst**

### **Meraki Product Team**

**Employment status: Permanent**

**Reporting to: Head of Product: Meraki**

**Location: Johannesburg**

### **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

The Business Analyst will assist Healthbridge with building and maintaining clients for life, using consumer relationship management software to analyze customer data, and making recommendations regarding client experience initiatives.

### Description

- Understand the business processes, pain points, and goals, and then document them clearly and concisely through Business Requirements Specifications (BRS) and Functional Requirements Specifications (FRS).
- Work with stakeholders to define user stories that capture the desired functionality, and then create acceptance criteria to ensure that the delivered solution meets expectations.
- Facilitate workshops and meetings with stakeholders to gather requirements, discuss solutions, and make decisions.
- Collaborate with with developers to ensure that the technical implementation aligns with the business requirements and provide clarification, answer questions, and help to resolve issues.
- Participate in testing activities to ensure that the delivered solution meets the acceptance criteria and delivers the desired value to the business.
- Engage directly with clients and spend time in healthcare practices to gain a deep understanding of their needs and the jobs to be done.
- Communicate with stakeholders to keep them informed about the progress of the project and manage their expectations.
- Design and implement strategies to move data from various schemas into both relational and non-relational database environments.

### Job requirements

#### Qualifications and experience

- Business or Computer Science related degree is highly advantageous
- A minimum of 5 years of experience in a BA/Product implementation is essential
- Experience in designing cloud-based systems is advantageous
- Domain knowledge and experience in healthcare is highly advantageous
- Valid Driver's Licence and car owner – required to travel

#### Knowledge and skills

- Understanding of software development methodologies: Agile, Waterfall
- Basic understanding of programming concepts: Data structures, algorithms
- Knowledge of database concepts: Relational and non-relational databases



- Requirements gathering and management tools: Jira, Azure DevOps, Trello, etc.
- Modeling tools: UML, BPMN, Visio
- Data analysis tools: SQL, Excel, Power BI
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### **Behavioural Competencies**

- Willingness to learn
- Positive, enthusiastic, and results-oriented.
- Adaptable, collaborative, and curious.
- Structured, analytical, and detail-oriented.
- Effective communicator and problem-solver.
- Self-motivated, resilient, and forward-thinking.
- Trustworthy, credible, and value-driven.

