Job specification

Product Support Specialist

iHealth

Employment Status: Permanent
Reporting to: Head of CRM iHealth
Location: Umhlanga - Durban

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 through collaboration.

We are working hard to become the platform that makes healthcare thrive for all.

We seek high performers with a positive, growth mindset who will thrive in a culture grounded in strong values, accountability, openness, collaboration and zero politics.

About the team

The Client Success team is committed to delivering a consistent and remarkable client experience across all touchpoints. We focus on achieving sustained business growth, promoting client loyalty, and encouraging brand advocacy by:

- Designing and delivering user-friendly digital solutions.
- Continuously providing value to our clients.
- Relentlessly measuring and monitoring client experience.

About growth

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

Healthbridge is growing to become a R1Bn leading HealthTech platform company that fuels better healthcare outcomes. High performing 'bridgians will grow with it!

Role Purpose

Make our value proposition tangible by consistently wowing clients through the superior resolution of product support and analysis requirements that have been logged to you, while also providing valuable input that helps shape and strengthen our overall value proposition.

Description

Key responsibilities include:

- Resolve product queries that arise from internal requirements within Healthbridge in line with the defined client experience, service targets and WOW Service guiding principles.
- Perform regular operational processes and administrative procedures required by the Healthbridge Switching platform.
- Log queries and all activities to resolve the same completely and accurately
- Identify interventions that would make our value proposition more relevant to our clients, and initiate the required actions to achieve this.
- Investigate root causes and issues impacting the end users and the level of the service experienced. Work towards ensuring that the same issues do not re-occur.
- Manage relationships with external and operational clients in an operational role.
- Other duties that may be assigned from time to time.

Job Requirements

Qualifications & Experience

- National Senior Certificate (Matric) is essential. A technical support qualification is preferred.
- 3+ years of client service, preferably in the South African private healthcare environment.
- 3+ years of technical product support, preferably in the medical switching or Practice Management application fields.
- Experience working with IT systems.
- Experience working with databases (SQL Server), developing and maintaining database scripts.

Knowledge and Skills

- Continuous learning to attain flawless knowledge of our products, services and systems within the required time frames.
- In-depth knowledge of project management methodologies.
- Ability to deal with the most technical aspects of product support, including the attaching and querying of databases, desktop and connectivity support.
- Stakeholder management skills across internal and external stakeholders at various levels of organisations.
- Systems Thinking – the ability to see how parts interact with the whole (big picture

thinking).
- Problem-solving.
- Attention to detail.
- Ability to deal positively with upset clients.
- Typing proficiency at a level that allows the real-time capturing of query-resolution activities performed is preferred.
- Excellent communication skills.
- Proficiency in English, and at least one other official language, preferably more.

Behavioural Competence
- We hold ourselves to behavioural guidelines characterised by these phrases:
  - Tomorrow ain't gonna cut it
  - Dig deeper
  - Quality is a habit, not an act
  - Be accountable, own it
  - As you are part of a team, trust, contribute, share & communicate
- Self-motivated and self-directed