Business Analyst – UK and Ireland, Medical Market

Base: Cork, IE
Hours: Full-time
Reports to: Project Management Office Manager

OVERVIEW

This is a fantastic opportunity to be part of a team delivering market leading speech recognition and clinical correspondence solutions into the NHS and HSE, covering Primary and Secondary Care across the UK and Ireland. We work closely with the NHS and HSE, as well as other healthcare organisations at a regional and national level - implementing solutions that help improve the complete clinical correspondence workflow and optimise reporting methods.

The Business Analyst (BA) role provides the link between Research and Development and Product Management and is responsible for delivering integrations/interfaces and the end to end workflows for our customers. The BA will ensure, together with the Product Managers and our customers, that requirements are accurately translated into system developments and/or configuration for our software platforms. You will work across a range of projects and with a range of customers and 3rd party suppliers.

Key Responsibilities:

- Discuss and collect customer requirements and creating functional specifications concerning integrations/interfaces and workflow between 3rd parties and the G2 Speech core products
- Discuss and align integrations and interfaces with Product Management
- Discuss technical implications and technical possibilities and challenges with development, 3rd parties and our customers
- Responsible for delivering results together with both the Development Team and Project Team (specifically the integrations with 3rd party systems)
- Create functional and technical specifications
- Create and review/update documentation for the purpose of knowledge transfer and retention
- Prepare and execute test and implementation with customers in collaboration with quality assurance, Project Team, 3rd party and customer
- Collaborate with Sales to scope potential opportunities and support pre-sales activities
- Supporting 3rd line service desk incidents.

Qualifications, Skills, Attributes & Experience:

- Bachelor's or master's degree in Computer Information Systems or Business Information Systems
- Experience of development methodologies (e.g. Agile).
- 3+ years of experience in IT project delivery.
- Ability to communicate and influence stakeholders (e.g. Customer, Product Management, Project Services) and explain complex technical situations in an understandable manner
- Proven ability to build and maintain strong customer relationships
- Strong analytical and interpersonal skills, with a commitment to professional and client service excellence
- Experience using tools such SQL, CMD and Power BI
- Experience with health IT standards, especially HL7, and in the implementation of standards in EHRs or other health IT systems would be advantageous.
- Experience in the medical market and delivering software specifications, to the NHS/HSE is desirable
- Knowledge of healthcare middleware technologies would be advantageous.

Working Environment:

- Hybrid working model via Cork based office and remote working supported
- Expectation of travel to UK & IE customer sites
- Occasional overseas travel will also be required
- Full IE or UK driving licence.

JOB OFFERING

WHAT ARE WE OFFERING?

At G2 Speech we want to look after our people too. You will be joining a passionate, motivated team with short and direct lines of communication.

On joining, you will receive an induction plan to make sure you understand our systems, processes and solutions. You will have regular catch-ups with your manager, the Project Management Team and other teams to ensure you have knowledge to perform your role. Internal as well as external education and training can be provided to progress in your role.

G2 Speech offers flexible working split between the Leeds based office and home working. G2Speech provides a competitive salary and pension programme.

FIND OUT MORE AND APPLY

If you would like to learn more about this vacancy, please get in touch with Mark Sullivan.

If you think you are the perfect fit, please send your CV and cover letter to m.sullivan@g2speech.com