Associate/Business Analyst, ICT Business Process at Aga Khan University Hospital

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Job Description

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Aga Khan University Hospitals in Karachi, Pakistan and Nairobi, Kenya are private, not-for-profit institutions providing high quality health care. The Main Hospitals serve as the principal sites for clinical training for the University's Medical Colleges and Schools of Nursing and Midwifery in Pakistan and East Africa. Our Vision of Aga Khan University Hospital, Nairobi is to be the premier, tertiary, teaching and referral health care facility in sub-Saharan Africa. â€‹For over fifty years, Aga Khan University Hospital, Nairobi (AKUH) has been taking care of families in East Africa. As a private, not-for-profit hospital, we strive to provide access to quality healthcare to all who need it. At AKUH, patients are our first priority. Our team of medical professionals, faculty and staff are here to provide you and your loved ones with the highest standards of healthcare. We are committed to working together to ensure that you and your family receive outstanding medical services, first-rate facilities and compassionate care. The Aga Khan University Hospital, Nairobi has set the standard for comprehensive healthcare and modern medical education in East Africa. Our dedicated staff, advanced facilities and state-of-the-art technologies have earned the hospital great reputation as a leading medical institution and teaching hospital in the region, and beyond. Patients benefit from our unique team-based approach to carâ€‹e, which enables you to benefit from the diverse expertise of our entire team of medical professionals. As the teaching hospital for Aga Khan University's Medical College and School of Nursing and Midwifery, we practice an evidence-based approach to medicine, driven by the cutting-edge research conducted by our

experienced faculty members. Our approach to care is guided by our core principles of Quality, Access, Impact and Relevance.â€‹

Job Purpose:

To lead users in implementing IT systems through effective processes from project inception to delivery within stipulated deadlines including monitoring the effectiveness of all application systems and services and adapt them to evolving business requirements. The role is to plan, design, develop and launch efficient business operations systems in support of core organizational functions and business processes. This includes managing of gathering and analyzing data in support of business cases/scopes, proposed projects, and systems requirements. To apply analytical and problem-solving skills to help maximize the benefit of IT system investments as well as propose potential innovative systems for consideration.

To collaborate with clinicians, providers, and allied health in analyzing clinical requirements specific to the organization. Knowledgeable in clinical documentation needs essential in working with EHR vendors, service providers and content partners to enhance content. Participate in testing and validating applications and clinical documentation tools, current state mapping and future state workflow development, application design and development, content issues resolution, implementation, optimization, and end-user support.

Key responsibilities

Take ownership of regional strategic projects assigned and manage them from inception through delivery to post-implementation audits.

Ensure that the IT systems identified/implemented take account of the Hospital Information System strategy and are delivered within time and budget allocations

Manage, Interpret, and translate user requirements into highly specified project scopes for each department.

Develop detailed implementation plans including finalization of project team structure, task list, task inter-dependencies, timetable, and budget.

Assist in Implementation, training of the Health Information System across the region- Mombasa. Kisumu, Arusha, and Kampala.

Work with the leadership and other stakeholders to establish the strategic direction of the organization's information systems to ensure goals are achieved.

Analysis and Solution Definition: Quickly understands the business issues and data challenges of clients' departments; Identifies client departments strengths and weaknesses and suggests areas of improvement; Assist department staff by performing project-related work, as needed, or requested.

Review, analyze and evaluate business and user needs and documents findings and recommend changes to business processes to increase system effectiveness for end users.

Provide process guidance in both emerging as well as application of best practice technologies: Keep the department head fully briefed of all upcoming operational process requirements/changes; Serve as a resource for multiple application/system projects implementation teams; Participates as a workflow resource for new implementations as well as ongoing optimization of existing application/system projects and workflows. Evaluate the impact presented by work process improvement opportunities.

Participate in business planning, needs analysis and business risk assessment.

Maintain a high level of technical knowledge regarding current technology used throughout the organization.

Qualifications and skills required

Bachelor's degree in Education, Social Sciences, Finance, Business Administration and/or Information Systems with course work in computer science or equivalent.

Certification in IT related formal training.

PMP (Project Management Professional) Certification or equivalent is a plus.

Agile or SCRUM certification a plus.

3 or more years of experience in a similar role and in a healthcare environment, acting as an interface between business units, technology teams and support teams.

Good leadership and excellent communication and interpersonal skills.

Very good analytical and organizational skills.

High integrity.

Attention to detail and problem-solving skills.

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