Bidvest Insurance

WE ARE HIRING
📍 Durban

APPLICATIONS ANALYST

Bidvest Insurance is a Short Term insurer within the Financial Services division of the larger Bidvest Group and operates alongside other great companies such as Bidvest Bank, Bidvest Life, FMI, Compendium Insurance Brokers and others.

Bidvest Insurance is one of South Africa's fastest growing insurance companies and was founded in 1997. With the support of the larger Bidvest Group we have successfully expanded and evolved through our dedicated commitment to our values, customers, partners, and staff. Interested individuals looking to join Bidvest Insurance can expect to join a young and energetic team that challenge convention and who are intent on building long term relationships with all stakeholders.

As one of South Africans largest diversified industrial companies, your career aspirations with us are only limited by your own imagination.

Position Overview

The key purpose of this position is for the Application Analyst to understand the business requirements of the organisation and determine the most effective and cost-efficient manner of meeting these from an application perspective.

The Application Analyst will be responsible for implementing system requirements by defining and analysing system problems, to ensure effective design, testing standards and solutions are achieved.

Incorporate new technical systems to improve company workflow, production, efficiency, and effectiveness. The analyst is also expected to identify options for improving and bridging the needs of the business, technical understanding of the system being analysed and how it affects the various business units

What You'll Need

Attention to Detail

We like to keep our eyes on the prize at Bidvest Insurance! And that requires a strong need for attention to detail as it's the small things that can make a **BIG difference!**

Compassion

A large reason why we exist is because **we care!** It's important that we care for our customers, our business our enviroment and each other

Positive Attitude

We believe in creating a positive work environment that is enjoyable to be apart of and we look to the individuals of the company to make a **positive contribution** to our culture
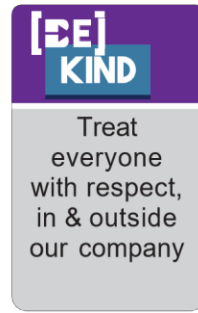
Our Values

At Bidvest Insurance, we're all part of a BE'VOLUTION where we live our values each and every day for the benefit of our colleagues, customers, partners, stakeholders and our environment.

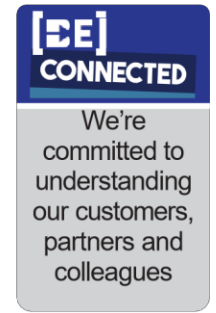| [BE] CREATIVE	[BE] WOW	[BE] KIND	[BE] HONEST	[BE] EXCITED	[BE] CONNECTED
Our curiosity drives us to constantly improve our business	Anyone can do ordinary, we do extraordinary	Treat everyone with respect, in & outside our company	We always do the right thing, even when no one is looking	We're enthusiastic in everything we do - our energy is infectious	We're committed to understanding our customers, partners and colleagues

Key Responsibilities and Duties

Application Analysis:

- Determine operational objectives by studying business functions, gathering information, evaluating output requirements and formats
- Analyse requirements, construct workflow charts and diagrams, study system capabilities and write specifications in the development of new programs
- Determine standards and procedures regarding the change of and implementation of new applications.
- Define project requirements by identifying project milestones, phases, and elements, forming project team, establishing project budget (High Level)
- Determine the suitability of current and potential applications to the company environment and make the appropriate recommendations.
- Provide references for users by writing and maintaining user documentation, providing help desk support, training users

Functional & User Requirements

- Perform system testing
- Identify problems and new business requirements
- Build and maintain relationships with application service providers to ensure the company optimizes value from system changes and additions.
- Act as the central repository for all company business processes and change authority for any changes to any IT processes
- System Administrator on Core systems
- Create new users on system
- Maintain all users on all systems

Stakeholder Co-ordination or Engagement

- Co-ordinate and Manage workshops related to all critical systems between internal staff and external
- Manage Information Technology projects specifically for business applications, including either third party or developed implementations, and following the best practices for the System Application Development Lifecycle

Reporting/Documentation

- Plan and document system flow from the ground up, example Business Requirement Spec (BRS)
- Write and document technical requirements
- Assist with extracting relevant business reports should there be a system problem
- Documenting existing processes
- Business management statistics – Including user access security

Communication

- Interact with internal users and customers to learn and document requirements that are then used to produce business requirements documents.
- Co-ordinate and Manage workshops related to all critical systems between internal staff and external

Miscellaneous & General

▶ Perform any other work-related duties and responsibilities that may be assigned from time-to-time by management

Qualifications

▶ Bachelor's degree in computer science or information technology, or equivalent experience.
▶ 2-3 years' experience working with information technologies and systems analysis.

Knowledge & Skills

▶ Strong computer, hardware, software, and analytical skills
▶ Experience with applications such as Salesforce and MS Dynamics will be advantageous
▶ Ability to switch between tasks quickly and stay in control of problematic situations
▶ The job involves working on multiple projects at any time, often within a broader business team.
▶ Experience in Telephony leads distribution
▶ Experience with system applications (Insurance)
▶ Excellent communication and interpersonal skills, both written and verbal
▶ The ability to relay technical information to non-technical users and elicit clients' needs customer service skills.
▶ Problem-solving ability analytical skills
▶ The ability to establish rapport with stakeholder's attention to detail
▶ Patience and understanding
▶ The ability to work independently but also as a part of a team project-management skills.
▶ A proactive attitude
▶ Ability to work to deadlines and give realistic estimates
▶ Willingness to learn

Submissions:
Preference will be given to PDI candidates in line with our EEstrategy.
Interested candidates to please submit their CV to: jobs@bidvestinsurance.co.za

Bidvest Insurance is an authorised Financial Services Provider
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