

REQUEST FOR EXPRESSIONS OF INTEREST

TECHNOLOGY BUSINESS ANALYST

Country: The Commonwealth of The Bahamas

Supporting Institution: Inter-American Development Bank

Programmes: Program to Support the Health Sector to Contain and Control Coronavirus and to Mitigate its Effects in Service Provision & Programme to Support the Health

System Strengthening of The Bahamas

Project Number: BH-L1053 & BH-L1055

Loan Number: 5179/OC-BH & 5296/OC-BH

Sector: Health

Deadline: Friday, February 9th, 2024

Consultancy: Technology Business Analyst

Consultancy Location: Nassau, The Bahamas

Reports to: IS4H Programme Lead – Ministry of Health & Wellness

The Ministry of Health and Wellness (MOHW) of The Bahamas has received financing from the Inter-American Development Bank (IDB), toward the cost of the Program to Support the Health Sector to Contain and Control Coronavirus and to Mitigate its Effects in Service Provision & the Programme to Support the Health System Strengthening of The Bahamas and intends to apply part of the proceeds for the consulting services of a **Technology Business Analyst**. The successful individuals will work as a part of the MOHW on a contractual basis and report to the IS4H Programme Lead (or other designated alternate). The successful individuals will also work collaboratively with other leaders from across the Ministry of Health and national health system stakeholders, as well as with other ministries and international partners. The successful individuals will be natural conduits between our information technology and our business objectives. The Technology Business Analysts will be instrumental in supporting and ensuring the successful completion of requirements gathering, testing and deployment tasks of our software product's features that are provide the functionality required by our stakeholders.

Main Responsibilities

The main objective of this consultancy is to provide business analysis support to the IS4H Project Team. The IS4H Team comprises information and communications technology experts and is led by the Information Systems for Health Programme Lead under guidance from the National IS4H Steering Committee and the Office of the Chief Medical Officer in the Ministry of Health & Wellness. The consultants will ensure the highest level of execution of business analysis tasks and will:

- Create business process design documentation, recommend process improvement, gather primary and secondary research, and mapping customer journeys
- Detail the technicalities of a project and create documentation and diagrams to represent this and collaborate with technical and solution architects to define solutions
- Define configuration specifications and business analysis requirements
- Perform quality assurance against software being developed
- Own and develop relationship with partners, working with them to integrate technology in their organizations
- Help design, document as-is and to-be system processes

- Report on common sources of technical issues or questions and make recommendations to software development team
- Communicate key insights and findings to software development team
- Constantly be on the lookout for ways to improve monitoring, discover issues and deliver better value to the client

The Successful Candidate will have the following skills:

- **Education:** A minimum of BS degree in Computer Science, Information Systems, or equivalent education or work experience. Business Analysis or Process Improvement Certification is a plus.
- **Experience:** Minimum of 3 years' experience in a Business/Systems Analysis or Quality Assurance role. Minimum of 3 years of proven experience in eliciting requirements and testing from clients. Minimum of 3 years of proven experience analyzing data and using data visualization techniques and tools
- **Languages:** Advanced writing, communication, and presentation skills in English
- **Core and Technical Competencies:** Proficiency in MS Office. Basic understanding of software design principles. Very good knowledge in generating process documentation. Strong written and verbal communication skills including technical writing skills. Demonstrated ability and desire to work collaboratively with senior-level professionals and ability to build relationships with stakeholders. Attentive to detail, accurate and well organized. Cooperative and willing to assist others and work in a team environment. Observe and maintain confidentiality.

The Ministry of Health & Wellness now invites eligible Consultants to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. Consultants will be selected under the National Competitive Bidding Selection procedures set out in the IDB's: Policies for the Selection and Contracting of Consultants financed by the IDB and it is open to all eligible bidders as defined in these policies. Only Short-Listed Individuals will be contacted.

Further information can be obtained by e-mail: MOHWPEU@BAHAMAS.GOV.BS. All CVs and qualification documents must be submitted Re: **Technology Business Analyst** to the following e-mail address: MOHWPEU@BAHAMAS.GOV.BS on or before 5:00 pm on **Friday, February 9th, 2024**