

Jira Analyst- Sr System Analyst- GR-38236-60073-JR87389

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Company: Legato Health Technologies

Location: India

Category: computer-and-mathematical

/Description/g

Job Title

Sr Systems Analyst

Requirement Type

Full-Time Employee

Job Location

Gurugram/Hyderabad/Bengaluru

Requirement Level

Sr Associate

Hiring Manager

Team Lead

Primary Skill

JIRA, Visio, Confluence, Process documentation, analysis, design & testing

Business

CSBD- FHPS

Skill Category

Niche

ABOUT ELEVANCE HEALTH

Elevance Health is a leading health company in America dedicated to improving lives and communities and making healthcare simpler. It is the largest managed health care company in the Blue Cross Blue Shield (BCBS) Association serving more than 45 million lives across 14

states.

A regular in **Fortune** 500 list, **Elevance Health** ranked **20** in 2022. Gail Boudreaux, President and CEO of Elevance Health has been a consistent name in the Fortune list of most powerful women and currently holds 4th rank on this list.

ABOUT CARELON

Carelon Global Solutions (CGS) is a healthcare solutions company that is simplifying complex operational processes to improve the health of the healthcare system.

Previously known as Legato Health Technologies, Carelon Global Solutions (hereinafter, CGS) underwent a name change and joined the Carelon family of brands in January 2023, as a fully owned subsidiary of Elevance Health (Previously Anthem Inc.). CGS brings together a global team of like-minded innovators who manage and optimize operational processes for health plans as well as providers.

Our brightest minds housed across our global headquarters in Indianapolis as well as Bengaluru, Hyderabad and Gurugram in India, Manila in the Philippines, Limerick in Ireland and San Juan in Puerto Rico bring with them innovative capabilities and an unmatched depth of experience. This global team uniquely positions CGS to enable scalable, next-generation platforms and specialized digital tools that make healthcare operations more practical, effective and efficient.

OUR MISSION & VALUES

Our Mission: Improving Lives and Communities. Simplifying Healthcare. Expecting More.

Our Values: Leadership | Community | Integrity | Agility | Diversity

JOB POSITION

Carelon Global Solutions India is seeking Sr System Analyst, who is SME on the JIRA tool and Provide recommendations to end users and leaders on best practices and standardization in implementing and leveraging processes within JIRA. Gather information on existing processes and identify gaps or improvements. Define and capture metrics to measure process effectiveness and Performs analysis on current capabilities versus desired capabilities.

JOB RESPONSIBILITY

Associate will be responsible for the following:

Must Have:

Serve as internal SME on the JIRA tool.

Provide recommendations to end users and leaders on best practices and standardization in

implementing and leveraging processes within JIRA.

Gather information on existing processes and identify gaps/improvements.

Define and capture metrics to measure process effectiveness.

Performs analysis on current capabilities versus desired capabilities.

Assists in training associates on new processes and educate associates to correct identified gaps.

Tests processes, documents, and communicates results.

Applies process design, mapping and quality assurance tools to define processes.

Conducts testing to ensure standard processes, policies, guidelines and templates are being utilized.

Authors and interprets processes and procedures, templates and guidelines.

Creates and executes implementation plans for new processes.

Provides postproduction support for issue management and resolution. Identifies architecture and structural design techniques to design process systems.

QUALIFICATION

Bachelor's or master's degree.

EXPERIENCE

5+ years of experience in JIRA, Visio, Confluence, Process documentation, analysis, design & testing

SKILLS AND COMPETENCIES

Technical Skills: JIRA, Visio, Confluence, Process documentation, analysis, design & testing

Knowledge of product development lifecycle, software testing standards, methods and conventions.

Resilience in being able dig deep until the core of a problem can be reproduced.

Basic understanding of product quality (or of similar software companies).

Ability to work independently and align with team members.

Strong oral and written communication skills

Ability to think-on-your-feet, adapt as situations change, and make the best possible decisions with the information at hand.

Experience collaborating with other teams or team members.

Musts be a team player and have the ability to work well with others.

Good leadership potential and an ability to complete work within a timeframe with accuracy and efficiency.

Good time management skills, able to juggle numerous tasks simultaneously to meet project deadlines.

THE CARELON PROMISE

Aligning with our brand belief of 'limitless minds are our biggest asset', we offer a world of limitless opportunities to our associates.

It is our strong belief that one is committed to a role when it is not just what the role entails, but also what lies in its periphery that completes the value circle for an associate.

This world of limitless opportunities thrives in an environment that fosters growth and well-being, and gives you purpose and the feeling of belonging.

LIFE @ CARELON

Extensive focus on learning and development

An inspiring culture built on innovation, creativity, and freedom.

Holistic well-being

Comprehensive range of rewards and recognitions

Competitive health and medical insurance coverage

Best-in-class amenities and workspaces

Policies designed with associates at the center.

EQUAL OPPORTUNITY EMPLOYER

Carelon is committed to a diverse and inclusive workplace and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender identity or expression, sexual orientation, national origin, genetics, pregnancy, disability, age, veteran status, or other characteristics.

Reasonable Accommodation

Our inclusive culture empowers Carelon to deliver the best results for our customers. We not only celebrate the diversity of our workforce, but we also celebrate the diverse ways we work.

If you have a disability and need accommodation such as an interpreter or a different interview format, please ask for the Reasonable Accommodation Request Form.

Disclaimer: Offered designation titles differ*

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