



## Technical Support Lead

The Centre for Study of Insurance Operations (CSIO) is a national insurance association representing over 38,000 brokers, insurance companies, and software providers. CSIO develops data standards, manages distribution network technologies and drives emerging technologies and solutions to enhance connectivity within the property & casualty insurance industry.

### Position Summary:

The Technical Support Lead is a knowledgeable IT professional who is familiar with a wide range of business IT technologies and principles, and who has practical hands on experience. The role will lead CSIO's Help Desk and Support and will be the first point of contact for technical requests by our members, who interact with CSIO's Helpdesk, CSIONet system, My Proof of Insurance solution, technology standards, and memberships. Additionally, the Technical Support Lead will be the primary liaison for supporting CSIO's back-office IT systems including telephony, networking, and business applications.

This position will be located in our Toronto office.

### What will you do?

The Technical Support Lead acts as the main resource for technical support for CSIO and its members that include insurance companies, software vendors, and brokers.

- Interfacing with CSIO members as the primary technical support.
- Helping members find information and support CSIO's Data Standards.
- Testing XML transactions for members to validate or find errors and recommend changes.
- Following up on ongoing support issues and proactively communicating developments to members.
- Managing and troubleshooting technical support issues. Perform root cause analysis as necessary.
- Ensure stability and provide support of the corporate IT infrastructure, CSIONet and My Proof of Insurance solution.
- Assisting with maintenance of the Data Centre for server patching, upgrades, and testing initiatives.
- Leading the management of CSIO Help Desk operations, while looking for opportunities for continuous improvement.
- Support managing CSIO's IT services vendor relationship, and SLAs.
- Creating technical documentation for CSIO environment, as required.
- Perform other various duties as required.

### Skills & Qualifications:

- University Degree or Advanced College Diploma in a computer related discipline, and equivalent work experience.
- Minimum 3-4 years of experience in a computer support related role.
- Experience in application and systems support, including liaising with internal and external clients.
- Experience with XML, AL3, SOAP/REST, WSDL, HTML, VB, JavaScript, CSS technologies.
- Experience with SMTP, POP3, IMAP, Microsoft Access, SQL database schema.
- Experience working with network technologies (TCP/IP, VPN, WAN/LAN) and cloud computing.
- Ability to troubleshoot and solve complex problems.
- Basic to intermediate Microsoft Office experience is required
- Ability to work on multiple assignments with competing priorities independently and in a team environment.
- Analytical with a high degree of accuracy and personal accountability.



- Excellent communications and interpersonal skills with the ability to communicate complex technical subjects to non-technical audiences.
- Highly motivated to work in a fast-paced environment and works well under pressure.
- A sense of urgency for task completion and for members experience are essential.
- Proven experience in cross-functional leadership and ability to work effectively with non-technical colleagues.
- Strong ability to prioritize and complete simultaneous projects within a frequently changing work environment.
- Bilingual (French & English) is an asset.
- Experience in P&C Insurance Industry is an asset.
- Knowledge of the CSIO Data Standards is an asset.

To apply for this position, please email your cover letter and resume to [careers@csio.com](mailto:careers@csio.com).

*CSIO is committed to providing reasonable accommodation for people with disabilities. Applicants are requested to make their needs known in advance.*