



Web Services Technical Analyst - Senior

The Centre for Study of Insurance Operations (CSIO) is a national property and casualty (P&C) insurance technology association with insurer, vendor, and over 38,000 broker members across Canada. CSIO is committed to driving innovative solutions that enable the best insurance experience in Canada by overseeing the development, implementation, and maintenance of technology Standards and solutions.

Position Summary:

The Web Services Technical Analyst will support the advancement of CSIO API Standards, facilitate technical meetings, conduct technical working groups and provide member support. The successful candidate will be focused on developing the latest API standards supporting the personal and commercial lines industry and be a technical support contact for CSIO members which include insurance companies, software vendors and brokers.

What will you do?

The Web Services Technical Analyst acts as a technical resource for CSIO and its members and will be specifically responsible for:

Development and Support

- Design and develop the latest JSON technical API schemas for personal and commercial lines priority use cases
- Create, update and maintain changes to the CSIO XML and JSON standards for new and existing releases
- Interface with various members as the CSIO technical standards expert
- Use knowledge of JSON, XML and EDI to update technical standards documentation
- Test API transactions to validate or find errors and recommend changes
- Help members find information in the standards and clarify the use of various aggregates and data elements
- In collaboration with our members, act as the authority on what can and cannot be done within the API technical standards
- Responsible for resolving ambiguities in the standards and proposing changes to the standards as required
- Develop dashboards, ad-hoc reports and data visualizations to communicate meaningful API standards metrics to CSIO and our members
- Analyze data for performance trends, variances and look for opportunities to improve productivity and gain operational efficiencies
- Maintain data integrity through consistent monitoring and auditing of services

Working Groups

- Support the National Standards and INNOTECH Working Groups where proposed changes to the CSIO API Standards are presented, analyzed and discussed
- Amend and update CSIO Standards as agreed upon in the National Standard Working Group and INNOTECH Working Groups
- Review enhancement requests submitted by members to the standards, addressing any gaps or clarifications as necessary



Skills & Qualifications:

- Bachelor's degree in Information Systems, Computer Science or related field • 7 or more years of experience in Information Technology
- 4 years of work experience in the property and casualty Insurance industry
- 4 years of experience developing new API schemas for microservices
- Experience with web development using HTML, JavaScript, CSS, Java, Python
- Experience with various database technologies (SQL, PostgreSQL, others)
- Experience working with network technologies (TCP/IP, VPN, WAN/LAN) and cloud services
- Experience with business process mapping, requirements gathering, analysis, design and documentation
- Ability to solve complex problems, consolidate and organize large amounts of data and information
- Ability to work on multiple assignments with competing priorities independently as well as in a team environment
- Analytical and detail-oriented with a high degree of accuracy
- Excellent communication 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

To apply for this position, please email your cover letter and resume to careers@csio.com.

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