SENIOR BUSINESS SYSTEMS ANALYST

The Centre for Study of Insurance Operations (CSIO) is a national property and casualty (P&C) insurance technology association with insurers, vendors, and over 43,000 broker members across Canada. 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 Senior Business Systems Analyst will support the advancement of CSIO XML and JSON Standards, changes to member solutions for My Proof of Insurance (MPOI) and CSIOnet, facilitate meetings, conduct working groups and provide member support. The successful candidate will be responsible for member's implementation of CSIO standards through CSIO's certification programs.

What will you do?

The Senior Business Systems Analyst acts as CSIO Standards and technical support for CSIO and its members and will be specifically responsible for:

- Provide business and technical support where changes to the CSIO Standards and solutions are presented, analyzed and discussed
- Facilitate member working groups to advance CSIO Standards and initiatives
- Use knowledge of EDI, XML and JSON to update business and technical standards documentation
- Evolve standards to ensure they are comprehensive and unambiguous for personal and commercial lines and meet industry needs
- In collaboration with our members, act as the authority on what can and cannot be done within the standards
- Support members through education of the Standards and clarifying the use of various aggregates and data elements
- Review enhancement requests submitted by members to the Standards or solutions, addressing any gaps or clarifications as necessary
- Advance industry compliance to CSIO Standards through member certifications
- Develop internal dashboards, ad-hoc reports and data visualizations to communicate meaningful standards metrics
- 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 Standards data

Skills & Qualifications:

- Bachelor's degree in Business, Management Information Systems, Computer Science or related field
- 3-5 years of work experience in the property and casualty insurance industry
- Experience with business process mapping, requirements gathering, analysis, design and documentation
- Experience with XML, JSON, AL3 technologies for data exchange API services
- Experience with web application development and support
- Intermediate to advanced MS Excel skills required
- 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

- Excellent communications and interpersonal skills with the ability to communicate complex requirements
- 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
- Experience with Guidewire Administration Systems

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. Please specify any accommodation requests you may have when applying for the position.