



Senior Integration Analyst

The Centre for Study of Insurance Operations (CSIO) is a national property and casualty (P&C) insurance technology association with insurer, vendor, and over 43,000 broker members across Canada. We develop innovative technology standards and digital solutions to enhance the consumer's ease of doing business in the broker distribution channel.

Position Summary:

The Senior Integration Analyst is a knowledgeable IT professional with experience supporting business technology solutions, technical standards, and member-facing implementation activities. The role supports the advancement of CSIO's data exchange standards and digital solutions, including current and future CSIO Standards, platforms, and member-facing services such as CSIONet, My Proof of Insurance, and related solutions. The role facilitates discussions and working groups, provides member support, and contributes to the ongoing development, implementation, and certification of CSIO Standards and solutions.

This position will be located in our Toronto office.

Key Responsibilities:

The Senior Integration Analyst provides technical leadership for CSIO Standards and solutions for CSIO and its members, including insurance companies, software vendors, and brokers.

- Provide leadership and support the development of data exchange standards and other CSIO solutions, including current and future CSIO Standards, platforms, and member-facing services.
- Create, update, and maintain CSIO technical standards and related documentation for new and existing releases, including EDI, XML, JSON, and similar data exchange standards.
- In collaboration with our members, act as the authority on what can and cannot be done within the API technical standards.
- Interface with various members as the CSIO technical standards expert.
- Apply integration knowledge to update technical standards, implementation guidance, and related documentation.
- Test technical services and solutions to validate functionality, identify errors, and recommend changes.
- Assist members with the standards and clarify the use of various aggregates and data elements.
- 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 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 services.



- Lead and facilitate technical meetings, working groups, presentations, and member discussions in virtual and in-person settings.
- Review enhancement requests submitted by members to the standards, addressing any gaps or clarifications as necessary.
- Perform other related duties and support changing priorities as assigned to meet evolving organizational and member needs.

Skills & Qualifications:

- Bachelor's degree in Information Systems, Computer Science or related field.
- 7+ years of Information Technology experience.
- 4+ years of designing, developing, supporting, or implementing integration solutions, API services and technical standards, or related business technology solutions.
- 4+ years of development experience within an AWS Cloud environment.
- Proficiency in development using HTML, JavaScript, CSS, Java, Python, SQL, PostgreSQL.
- Experience with AI-enabled solutions is considered an asset.
- Property and Casualty Insurance industry experience is an asset.
- Analytical and detail-oriented with a high degree of accuracy.
- Excellent communication, presentation, and interpersonal skills, with the ability to explain complex technical subjects clearly to both technical and non-technical audiences.
- Highly motivated and adaptable, with the ability to manage multiple competing priorities and assignments effectively in a fast-paced environment, both independently and collaboratively, while performing well under pressure.
- Ability to build strong relationships and deliver a high-quality customer experience.

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.