

IT Manager

POSITION SUMMARY:

The IT Manager is responsible for overseeing a team of five employees responsible for reporting and security administration. The team is focused on supporting the overall department, delivering exceptional service to internal users, agents, and vendors. The IT Manager is a leader who positively influences their team, focuses on cross training, and guides staff through changes in the organization, while overseeing the daily operations of the department.

In this role, the IT Manager is a key contributor in the assessment, assignment, and follow through of System Investigation Report requests. They utilize their strong relationship building skills to build effective partnerships across the organization, acting as a liaison with internal and external business partners. They ensure projects are completed in a timely and accurate manner by communicating with IT staff and by facilitating meetings with the IT department, Business Analysts, and executives. The IT Manager collaborates with the IT department to outline system testing plans, changes, and enhancements to improve the Companies systems and processes.

As a member of the leadership team, the IT Manager sets the example for an environment built on accountability, professionalism, and teamwork. They possess the ability to act with great integrity and professionally represent the organization. They must maintain strict confidentiality with sensitive information and handling of employee matters.

This position currently follows a hybrid work schedule, with three in-office days. Tuesday and Thursday are Company anchor days, and the third day will be worked out with your manager.

PRINCIPAL ACCOUNTABILITIES:

Job Knowledge

- A good understanding of Property and Casualty Insurance and insurance related technology.
- Keep the IT department, Business Analysts, and executives apprised of the status of projects, asking for support as needed, while balancing the IT project lists with other departments' lists.
- Develop project plans and manage project through completion. Follow project post-mortems to identify areas that worked well or need improvement.
- Support various departments in developing prototypes of specified ideas and in writing final specifications.
- Assist other IT management with the development of standards and procedures including but not limited to controls, flowcharts, and documentation.
- Generate reports and create presentations.

Communication and Relationship Building

- Maintain strong relationships with the IT department, Business Analysts, and executives to effectively obtain specifications for Developers, Networking, and/or other IT staff members to ensure System Investigation Reports are completed accurately and on time.
- Provide communication to those not involved in projects if warranted. This may include other departments, marketing reps, agents, and vendors.
- Schedule and facilitate project meetings with various departments to ensure:
 - Meetings have an agenda and stay on topic.
 - Come to an agreement on specifications, goals, and tasks from all involved.
 - Meetings end with a summary and takeaways.
 - Follow-up to ensure all parties are on target and able to fulfill their commitments.

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- Seek to fully understand others, building relationships across the Company to support the success of their team and of the department.

Delivery and Productivity

- Plan and collaborate frequently with the IT department on IT projects, with particular emphasis on those defined as Company priorities.
- Serve as the liaison between the IT department and the Business Analysts for System Investigation Report requests.
- Generate daily, weekly, quarterly, and annual reports for various departments.
- Coordinate frequent IT department meetings and agendas with the VP of IT.
- Coordinate IT staff for annual Disaster Recovery Testing and document system testing plan.
- Oversee all System Investigation Report requests by assigning requests to IT staff and monitoring workflow process.
 - Review all requests to ensure IT staff have tested and completed any changes.
 - Ensure completed System Investigation Report requests are signed and stored in the appropriate folder located on the IT drive.
- Ensure the Production Move Report is completed accurately and on time by reviewing and signing the report daily.
- Assist the IT department in the Month End processes by running and analyzing queries, generating monthly reports for various departments, and attending Month End prep meetings.

Leadership

- Hire, develop, and manage staff to create an engaged and motivated team.
- Manages the regular duties and attendance records for those that are managed.
- As a member of the IT leadership team, collaborate on cross functional projects and initiatives to meet department objectives and KPIs.
- Ensures communication with internal and external customers is professional and timely.
- Responsible for cross-training, and proper backup and coverage for defined positions.
- Train and coach staff on assigned projects when required and requested.
- Anticipate needs of their team including staffing, resources, and engagement. Actively seeks guidance or assistance to resolve the need.
- Create a positive environment where collaboration, modernization, and optimization are welcomed from every perspective.
- Leads by example, learning and applying technology and workflow efficiencies to encourage and support their staff.
- Develop and maintain positive relationships and consistent communication with Company leadership.
- Perform weekly team meetings and quarterly engagement sessions.
- Give great consideration and thought into writing and administering yearly performance appraisals.

* This job description is not all inclusive and may include additional duties.

JOB REQUIREMENTS:

EDUCATION:

Bachelor's degree preferred.

EXPERIENCE:

2 years business analyst experience.

4 years Insurance experience.

2 years as a lead or supervisor.

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SKILLS:

- Strong organizational, analytical, interpersonal, and time management skills.
- Willingness to take on difficult, complex tasks or projects without hesitation.
- Detail oriented and able to follow project life cycles from beginning to end.
- Must have conflict resolution skills, taking initiative to identify and act with minimal supervision.
- Must be able to create positive work experience for others through in-person and hybrid environments.
- Proficient with Excel, Word, PowerPoint, and Query.