

SYSTEM ANALYST II

POSITION SUMMARY:

The System Analyst II works closely with other IT staff to assist in supporting and presenting solutions to design new IT solutions, modify, enhance, or adapt existing systems, and integrate new features or improvements, all with the aim of improving business efficiency and productivity for Quincy Mutual Group, agents and customers.

This position will collaborate with DocuMaker programmer to gain a vast knowledge of the product with the objective to complete system investigation reports in a timely manner and work effectively with IT and BA's on DocuMaker projects. The System Analyst II position is responsible for maintaining an organized and fully documented DocuMaker manual for future use and training guide. This position also studies current computer systems and procedures and helps design solutions to make the organization operate more efficiently and effectively.

The System Analyst II will bring business and information technology together by understanding the needs and limitations of both by performing the steps to help take projects through the project life cycle.

This position currently follows a hybrid work schedule.

PRINCIPAL ACCOUNTABILITIES:

Communication and Relationship Building

- Work with BA's and IT staff on projects to help develop clear and consistent specifications for the IT staff (Programmers, Network and Vendors)
- Act as a liaison between the BA's-Users, IT, and software vendors on projects
- Help facilitate communication of important system changes and enhancements
- Solicit information to determine users' needs & determine vulnerabilities or areas of poor performance in order to boost productivity, efficiency, and accuracy in our computer systems

Job Knowledge

- Work with DocuMaker programmer to gain a vast knowledge of the product.
- Complete system investigation reports independently and in a timely manner
- Assist the IT department in the event of a disaster or serious system problem
- Assist Systems Analysts I and other Systems Analysts II with system investigation reports, projects, and training
- Other duties as assigned, including training; assigning system investigation reports; documentation
- Incorporate and support the project life cycle techniques to assigned projects:
 - Initial Investigation, Design, Coding, Testing, Signoff, Production, Post-production review, Feedback & Control

Judgement

- Evaluate pros & cons of current versus potential systems and make recommendations for system enhancements
- Support to Agency Interface Coordinator as a backup using good judgement and great problem-solving skills.

JOB REQUIREMENTS:

EDUCATION:

4 year college degree

EXPERIENCE:

3 years Insurance background

3 years IT Systems Analyst I experience

SKILLS:

- Must be able to work independently
- Must be able to analyze problems and come up with solutions
- Must be organized and thorough, seeing both the big picture and detail
- Must have a working knowledge of word, excel, power point, query, and sequel.
- Must have good communication skills with users, management, IT staff, and vendors
- Must be able to run a project with minimal supervision to its proper completion & target