



Position Description

Job Position Title: Programmer
Reports To: Director of Information Technology
Department: IT
Classification: Exempt

Position Summary:

This is a staff position accountable for ensuring continuity of computer system services by providing the technical expertise, assistance, and project coordination necessary to manage, customize, troubleshoot, upgrade, and create reports from supported systems.

Essential Functions:

- Develop, enhance, and maintain code for legacy insurance policy administration system
- Production support for multiple insurance systems which includes policy administration, billing, document generation, and underwriting management
- Implement, maintain, and upgrade forms and images used by systems
- Troubleshoot and maintain multiple integration services between policy administration, underwriter management system, and document production
- Requirement gathering, analysis, issue recreation, and documentation of business needs.
- Perform system analysis of business requirements to maintain, implement, or upgrade systems
- Provide production support in day to day business activities
- Create requirement documents for vendors
- Create test scenarios and test cases for quality assurance and user acceptance testing

Additional Responsibilities:

- Assist in troubleshooting billing issues within systems
- Assist in implementing practices that will more effectively utilize MIS resources
- Other projects as assigned

Knowledge, Skills, and Abilities:

- Expertise in COBOL, CL, DB2 on AS400 platform
- Working experience in property and casualty insurance domain
- Expertise in troubleshooting and understanding log and xml files
- Excellent analytical and communication skills
- Ability to work independently and to carry out assignments from start to completion within parameters of instructions given
- Be well organized and pay close attention to detail
- Task oriented

Training and Experience/Minimum Qualifications

- Bachelors degree
- 3-5 years related experience in field

Working Conditions

- Normal office environment
- 8am – 5pm office hours
- Availability after regular working hours and on weekends, when needed