

## **IT Project Coordinator / Business Analyst**

Utica First Insurance – Oriskany, NY

The Utica First Insurance Company has an immediate opening for an IT Project Coordinator / Business Analyst within our Information Technology department. We are seeking an individual with IT background, project management skills and knowledge of claims systems within the insurance industry. The IT Project Coordinator / Business Analyst will need a moderate to strong IT skill set and will work closely with the claims department to maintain and support changes to the claims system. The successful candidate will have a blend of business and technical skills and will be a key member of the IT implementation team for the claims integration efforts associated with implementation of a new policy administrations system.

### **Skills Needed:**

- Past experience as an IT project coordinator, delivery lead or experience working on systems development projects. As part of a team, you will assist with development of project approach, timeline, estimates and plans.
- Basic understanding of claims handling processes, specifically FNOL intake, claims adjusting, claims workflow and operations. You will be directly involved with support of Claims Desktop, Financials, Operational Reporting, Creation of Automated Rules/Activities, Forms & Correspondence, Task Templates and New Reports
- Technical capabilities are needed with a solid understanding of systems, application development, integration skills and systems implementation background. Desire a functional knowledge of modern claims systems and applications. Desire a knowledge of ASP, SQL Server, .Net, Active X, Powershell and Object Oriented Programming
- Strong communication skills with a high degree of accountability needed. Will require good relationship building skills and ability to operate effectively with business units.
- Experience in project management, business analysis, business processes, process mapping, process improvement and measurement

### **Key Areas of Responsibility:**

- Provide support for claims system business rules, configuration, workflow and system modifications for the claims application. Apply and track application updates, fixes and software patches for the claims system. Provide level-of-effort sizing. Contribute to resource and project planning.

- Perform administrative and configuration updating to support the integration to the company's new PAS system.
- Provide assistance with the creation and management of business requirements and business requirement documents. Create and update other necessary documentation for the installed solution.
- Work with the software vendors to refine interface requirements between the claims system and PAS / financial systems. Develop and maintain a strong working knowledge of the various integration points. Ensure the integration work adheres to the project plan.
- Monitor and track the progress of the project plan, participate in review sessions and serve as primary point of contact for IT issues. Effectively escalate any issues, risks, or dependencies to the proper management.
- Serve as IT liaison with the business community. Coordinate efforts of IT staff and facilitate communication between IT department and Claims subject matter experts. Facilitate resolution of internal IT issues related to the project.
- Testing experience with ability to create 'use cases' and coordinate matrix testing with the business units. Perform QA role.
- Provide role of claims systems administrator

**Educational and Experience Requirements:**

1. Bachelor's degree from a four-year accredited college or university.
2. Minimum five (5) of experience as a business analyst with solid IT skills and background. Strong preference to experience in property/casualty claims systems.

**Please forward your resume' to: [employment@uticafirst.com](mailto:employment@uticafirst.com), or mail to:**

Utica First Insurance Company  
 Employment Opportunities  
 PO Box 851  
 Utica, NY 13503-0851

Utica First conducts pre-employment screening examinations designed to prevent hiring individuals who use illegal drugs or individuals whose use of legal drugs indicate a potential for impaired or unsafe job performance. Any potential hire for Utica First will undergo screening for the presence of illegal drugs as a condition for employment. Utica First will not discriminate against applicants for employment because of past abuse of drugs.

Utica First Insurance is an established property and casualty Insurance company located in the Oneida County Industrial Park in Oriskany, NY. We have been in business for over 110 years. Utica First is an A rated company (Excellent) by AMBest.