

Job Description

Configuration & Systems Analyst

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| Location: Home Based, | Department: Motor Claims Services/IT |
| Level: Team Member | Line Manager: Initially Project Lead |

Primary Purpose and Function

To be the systems configuration specialist and support the business with system changes and improvements to meet the requirement of the business and its clients.

Key Accountabilities

- Be the Motor Claims system subject matter expert
- Responsible for the configuration of defined company applications based on business requirements.
- Develops solution by preparing and evaluating alternative workflow solutions.
- Develop configuration requirements document and obtain approval from stakeholders and business leads.
- Plan and execute assigned configuration tasks within deadlines.
- Provide system configuration support based on changing business needs.
- Assist in system analysis, design, development, and testing activities.
- Provide support in developing, implementing, and testing patch releases and system upgrades.
- Develop and maintain configuration policies and procedures.
- Review and recommend changes to existing configuration processes.
- Analyse and resolve configuration issues in a timely manner.
- Provide technical guidance to team members and analysts in their assigned job duties.
- Document interfaces between new and legacy systems.
- Collaborate with IT team and Developers to produce systems changes and enhancements.
- Validate changes by testing programs.
- Train users on the new operation systems and provide support.
- Observing and complying with GDPR.
- To achieve objectives and targets set.
- Carry out reasonable tasks as requested by your line Manager.

Personal Specifications

- Demonstrable experience in a similar role, ideally working with project teams implementing new systems.
- Experience of working within a fast paced, customer centric environment.
- Extensive systems configuration and analysis experience.

- Knowledge of working with and developing low code systems.
- Knowledge of external systems integrations.
- Able to quickly translate data into reportable formats.
- A problem solver who is highly analytical.
- Broad understanding of IT infrastructure and technologies.
- Excellent communication & presentation skills.
- Experience of working within Project teams.
- Ability to work on your own initiative and org.nise your day to successfully complete the project objectives.
- Insuretech knowledge would be an advantage.
- Adaptable, tenacious self-starter who is self-motivated, results orientated and proactive in approach,
- Has a commitment to over achievement and a positive attitude.
- A natural team player
- Demonstrate behavior in line with Company values; Always Respectful, Inspired to Innovate, Delivering Delight and Fully Accountable.