**Business Systems Coordinator**

Job Description

Location: Calgary

Department: Claims, Operations and Systems

Reports to: Executive Manager, Claims, Operations and Systems

Date Revised: March 26, 2021

**About MMI**

We are an ambitious, growing company looking for a candidate with the right training and experience to provide the best service and products to our clients while working in a strong team environment. We offer a competitive compensation and benefits package, a positive culture, along with training and development opportunities.

Our mission and vision are focused on meeting the insurance needs of our clients in the province of Alberta.

To best serve our clients, we hire the best candidate based on their passion, experience, and knowledge. Therefore, our team is strong due to its diversity not necessarily because they share the same faith as many of our clients.

For over 60 years we have insured homes, farms, churches and businesses in the province of Alberta. To learn more about our history, mission, vision and so on, please visit: <https://mmiab.ca/about-mmi/> .

**Job Summary**

This is a full-time position with salary compensation and company benefits.

The Business Systems Coordinator works with company leaders, users, IT team members, and vendors to identify systems issues and gaps, research appropriate solutions, and coordinate purchasing and implementation of solutions. MMI Insurance is working to automate and streamline processes as well as integrate various business systems to eliminate both duplication and gaps. With that in mind, the Business Systems Coordinator organizes these initiatives for their department.

**Job Responsibilities**

* Determine solutions to business Software/Hardware System problems
* Design, implement and handle an interdepartmental/interbranch help desk/ training system that empowers the users to self-mitigate easy IT Issues
* Work with business leaders to determine business needs to determine best practice for IT system requirements.
* Collaborate with IT teams, vendors, and business users to manage the change and implementation, including training and support.
* Research competitors’ business strategy to determine potential future business needs and document all requirements.
* Review efficiency of existing system to determine fair cost, reduce duplication and address gaps in services.
* Coordinate and act as a point of contact, with partners and vendors to define scope
* Coordinate with external vendors and other operations personnel to manage the development.
* Plan and implement effective testing processes to ensure that deliverables adhere to standards.
* Other duties as assigned

**Knowledge, Skills and Experience**

* A diploma or degree in an IT specialty
* 1- 2 years of IT and network technical consulting experience is preferred
* An equivalent combination of education and experience will be considered.
* A broad understanding of the IT infrastructure that supports the business including servers, networks, phones, and desktop systems
* A detail-oriented individual who can bring enthusiasm and innovation to project teams
* Willingness to work co-operatively with others to achieve team goals and objectives
* Comfortable working in both a team environment and with minimal supervision
* Demonstrated planning and organizing skills, with strong attention to detail
* Ability to prioritize and manage multiple tasks simultaneously
* Strong written and verbal communication skills
* Ability to provide strong customer service to internal customers
* Flexibility as to types of work assigned and prioritization
* Analytical and problem-solving skills, with the ability to select, justify, and implement best solutions
* Excellent working knowledge of MS Outlook, Word, Excel

**Working Conditions or Special Circumstances**

* The work schedule is generally Monday-Friday, 7 hours per day, with a one-hour unpaid lunch. However, from time-to-time, the Business Systems Coordinator may need to work some extra hours, or shift their schedule to meet business needs

Work interruption can be frequent in meeting the needs of the business and fellow team members

* Physical requirements:
  + Computer use for up to 7 hours per day
  + Sitting for up to 7 hours per day
  + Lifting of standard computer hardware (e.g. desktop computers, monitors)

**How to Apply**

To apply for this role, a cover letter and resume should be directed to[**2102@mmiab.ca**](mailto:2102@mmiab.ca)