Guidewire Business Systems Analyst
Job Posting

General Summary:
NLC is a mutual insurance company which has been writing property and casualty insurance in New England for over 150 years.

We are a progressive company seeking an energetic and skilled Guidewire Business Systems Analyst. Candidate will be responsible to: identify business needs, analyze the change, provide support to development, and test Insurance software changes, enhancements, and solutions. Work with end user community to develop and document business requirements for NLC systems. Develop specifications and coordinate efforts of developers. Support testing through creation of test plans, coordination of testing resources and execution of tests conditions. Throughout the process, work with the project team to ensure the requirements are delivered, while supporting and communicating with the business through the implementation process. This role is based in our company's Norwich, CT location.

Principal Duties and Responsibilities:
- Work directly with business users (Customer Service, Billing, Underwriting, Product and Claims) to understand business processes, gather & document requirements to implement system changes that meet business needs
- Performs comprehensive discovery and analysis activities to develop new or modified system requirements.
- Develop Use Cases, Functional Requirements, Screen Specs, Mockups, Process flows, as required.
- Participate in review of specifications, user sign off procedures and documentation for development work.
- Interface with departments to ensure proper features are incorporated in all system changes. Provide user support, documentation and training during project implementation as well as ongoing maintenance support.
- Develop test plans and test schedules to ensure accuracy of systems as requested by end users; coordinate testing efforts in the Quality Assurance environment until user acceptance is obtained. Perform or assist as necessary in the quality assurance testing of developed projects.
- Assist in the coordination testing, training and implementation of system changes. Participate where appropriate.
- Follow the standards, procedures and methodologies in the system development lifecycle in the design and/or recommendation of technical solution. Monitor daily migrations to Quality Assurance function.
- Conduct post-production implementation reviews.
- Providing support to analyze production issues from business perspective
- Facilitate development with third party vendors when external resources are engaged, providing the same services utilized in internal development, including specification development, testing strategies, and implementation management.
- Participate as a member of the help desk team in supporting internal and external users in the use of the NLC systems and any specific requests for information from staff and agents.

Qualifications, Experience and Skills:
To qualify for this position you **MUST** have these required qualifications:

- Bachelor's degree in Computer Science, Information Systems or equivalent experience

- 3+ years professional experience as a business systems analyst in an agile project environment
- 3+ years of property and casualty insurance experience with emphasis on personal lines and business owners lines of business
- Experience with Guidewire InsuranceSuite - PolicyCenter, BillingCenter, ClaimsCenter
- Experience with Consumer and Agent facing portals
- Experience with Jira or similar project management tool
- Ability to understand data flows and the flow between complex, integrated systems
- Outstanding organizational, troubleshooting, and communication skills, both written and verbal, in both technical and non-technical forums
- Able to effectively work with remote users via Teams/Zoom/WebEx other virtual collaboration tools
- Able to work in a fast-paced environment with flexibility to meet continuously changing priorities
- Able to multitask, meet deadlines and stay calm under pressure
- Highly motivated self-starter; able to work independently
- Experience collaborating with Development and QA teams in a process-oriented organization

Disclaimer: The above statements are intended to describe the general nature and level of work performed by Guidewire Business Systems Analyst described by this job description. They are not attended to be constructed as an exhaustive list of all job responsibilities, duties and skills required of Guidewire Business Systems Analysts so described.