

JOB POSTING: Business Systems Analyst Intern

Gain Real-World Experience at the Intersection of Business and Technology!

Join the NLC Insurance Team!

Are you a curious and motivated student interested in how technology supports business decision-making? NLC Insurance Companies is seeking a dedicated **Business Systems Analyst Intern** to join our IT team in Norwich, CT.

About NLC Insurance:

NLC Insurance Companies has been a trusted partner for our customers for 200 years, offering reliable protection and guidance. We are more than an insurance company; we are a dedicated team committed to excellence and compassionate service. At NLC, we cultivate a collaborative environment that champions employee development and provides a clear path for career growth, especially for those starting or advancing in the insurance sector.

Your Role:

As a Business Systems Analyst Intern, you will work alongside experienced analysts and IT professionals to help understand business processes, document requirements, and support enhancements to NLC's internal Policy Administration, Claims, and Billing systems. You will receive structured mentorship, hands-on project experience, and exposure to enterprise systems used in the insurance industry. The internship will run for one semester or equivalent period, typically 12–16 weeks, with the schedule and hours determined based on the selected candidate's academic calendar.

This position is available in both part-time and full-time formats, open to candidates local to the Norwich, CT area. The role is based out of our Norwich, CT office. Scheduling will be determined based on the selected candidate's academic availability.

Part-time schedule (academic semester):

Hours: 8:15 AM – 12:15 PM EST Monday – Friday | Remote: Monday-Wednesday-Friday | In-Office: Tuesday-Thursday (Norwich, CT)

Full-time schedule (summer or between semesters):

Hours: 8:15 AM – 4:15 PM EST Monday – Friday | Remote: Monday-Wednesday-Friday | In-Office: Tuesday-Thursday (Norwich, CT)

Hybrid schedule is based on current business needs and is subject to change.

What You'll Do:

- Assist in gathering, documenting, and validating business and system requirements.
- Support the creation of functional documentation such as user stories, process flows, screenshots, and basic data mappings.
- Work with business users to understand workflows and identify opportunities for system improvements.
- Participate in backlog grooming and sprint-related activities under guidance of senior analysts.
- Collaborate with developers and QA teams throughout the implementation and testing lifecycle.
- Support QA activities including test case creation, test execution, and review of test results.
- Learn and apply business analysis best practices within an agile project environment.
- Gain familiarity with NLC's insurance systems and integrated applications.

What We're Looking For:

Required:

- Currently pursuing a Bachelor's degree in Business Administration, Management Information Systems (MIS), Business Analytics, Management, Operations, or a related business discipline
- Preference given to students in their junior or senior year
- Strong analytical and problem-solving skills
- Ability to document information clearly and accurately
- Strong written and verbal communication skills
- Basic understanding of business processes and system workflows
- Willingness to learn and work collaboratively in a team environment

Preferred:

- Coursework in business analysis, information systems, process improvement, or project management
- Exposure to AI tools for analysis or documentation tasks
- Basic understanding of Property and Casualty Insurance
- Familiarity with Agile or Waterfall project methodologies
- Experience with tools such as Jira, Confluence, Visio, or similar (academic or personal experience acceptable)
- Minimum 3.0 GPA

Why Join NLC Insurance?

- **Career Advancement:** Structured opportunities for growth and development within a stable and

reputable company.

- **Expert Mentorship:** Learn from experienced business analysts and IT professionals in a supportive and collaborative setting.
- **Make a Difference:** Contribute to real business and technology initiatives that support NLC's customers and agency partners.
- **Team-Oriented Culture:** Be part of a company that values your contributions, fosters teamwork, and encourages continuous improvement.
- **Hybrid Work Model:** Enjoy the flexibility of working both remotely and in our Norwich office.

Ready to Apply?

Please submit your resume and an unofficial transcript to employment@nlicinsurance.com. Applications will be reviewed on a rolling basis.

Pay: \$18.00 – \$22.00 per hour | Job Type: Internship (Part-time or Full-time available)

Location:

Norwich, CT 06360 | Hybrid (In-office Tuesday & Thursday; Remote Monday, Wednesday & Friday) | Must be local and able to commute to Norwich, CT

NLC Insurance Companies is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or veteran status.