

JOB POSTING: Manager - Software Engineering

Build Your Career in NLC Technology as a Manager of Software Engineering

Join the NLC Insurance Team!

NLC Insurance Companies is seeking a Manager of Software Engineering to lead our Information Technology software engineering team in Norwich, Connecticut.

About NLC Insurance:

NLC Insurance Companies is a mutual property and casualty insurer serving policyholders and independent agents throughout New England. NLC combines established insurance expertise with continued investment in technology, process improvement and employee development.

Your Role:

Leads NLC's onshore and offshore software engineering team and is accountable for the people, the delivery and the platform. Manages and develops the engineers, sets delivery and quality standards, owns the Guidewire platform from an application engineering perspective including production support and escalation, and provides technical direction across the Guidewire ecosystem and its integrations.

What You'll Do:

- Lead and develop the engineering team, including setting expectations, documenting goals, holding quarterly check-ins, coaching, addressing underperformance early and hiring.
- Set and enforce delivery and quality standards, including development standards, testing discipline, code review practices and documentation expectations.
- Own the Guidewire platform from an application engineering perspective, including production support standards, the support rotation and escalation paths, and serve as the escalation point above the rotation.
- Provide architectural direction and technical governance for Guidewire and its integrations, manage technical debt and ensure skill coverage and certification across the team.
- Manage offshore and vendor-delivered engineering work to the same expectations as internal work, with defined measures and a documented review cadence.
- Report project and operational status, risks, dependencies and required decisions to IT leadership and business stakeholders.
- Align engineering capacity to priorities set through the intake and portfolio process.
- Collaborate with Technical Services, PMO, Business Analysis, QA and Network Security, and bring the engineering team into cross-team work.

- Provide technical direction on platform strategy, including Guidewire Cloud evaluation, emerging Guidewire capabilities and AI-assisted development.
- Provide input to the annual IT budget and to engineering vendor contracts, statements of work and tooling decisions.
- Build team capability through the Engineering Practice program, mentoring and knowledge transfer.

What We're Looking For:

Required:

- Five or more years of Guidewire InsuranceSuite development experience, including Gosu and Java, with PolicyCenter configuration and integration depth.
- Three or more years leading software engineers, including offshore or vendor resources, with accountability for delivery and performance.
- Guidewire PolicyCenter certification.
- Property and casualty insurance experience, with emphasis on personal lines and business owners lines of business.
- Agile delivery experience with Git, Jenkins, Jira and related tooling, and working knowledge of web services, XML and SQL.
- Demonstrated ability to communicate project status, risk and technical direction to leadership and business stakeholders.

Preferred:

- Guidewire Ace certification, or ClaimCenter and BillingCenter certifications.
- Guidewire Cloud experience.
- Experience with consumer and agent facing portals.
- Experience with AI-assisted development tooling and practices.
- Bachelor's degree in computer science, information systems or a related field.

Why Join NLC Insurance?

Lead the engineering team behind a modern Guidewire platform at a company where your decisions shape the technology direction. This is a full-time hybrid role based in Norwich, Connecticut.

Ready to Apply?

Please submit your resume through the applicable job-posting site or to employment@nlcinsurance.com.

Job Type: Full-time | Location: Norwich, CT | Hybrid



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.