

## INSURANCE BUSINESS ANALYST

### About Cognition+

Join our *Dynamic* and *Passionate* team at Cognition+, where we are dedicated to revolutionizing the insurance industry with cutting-edge digital solutions. Since 1996, we have been committed to understanding and addressing the unique business challenges faced by insurance companies of all sizes. Our offerings include a fully customizable Enterprise Insurance Management Platform, along with on-demand support, connectivity, cybersecurity, and professional services.

At Cognition+, we believe that our success is driven by the diverse perspectives, ideas, and cultures of our team members. We foster an environment of teamwork, commitment, and trust, where every voice is valued. Our investment in research and development ensures that we stay at the forefront of technology, delivering innovative solutions that keep our clients ahead of the curve.

### Why Join Us?

**Innovative Environment:** Be part of a forward-thinking company that values creativity and innovation.

**Supportive Culture:** Work in a friendly and inclusive environment where your contributions are recognized and valued.

**Comprehensive Benefits:** Receive a competitive compensation package, including benefits, Group RRSP, and incentives.

**Professional Growth:** Take advantage of opportunities to learn, grow, and advance your career.

**Work-Life Balance:** Enjoy flexible work hours that help you maintain a healthy work-life balance.

If you are looking for a challenging opportunity where your work will make a lasting impact and your career can flourish, we want to meet YOU!



## THE OPPORTUNITY

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As a Business Analyst, the successful candidate will be responsible for designing and implementing our fully customizable Enterprise Insurance Management Platform with our property & casualty (P&C) insurance clients. This role will be involved in evaluating and implementing standard business practices along with the elicitation of unique customer requirements. The ideal candidate for this role has experience in the insurance industry with a passion for technology.

This position can be performed from our office in London, Ontario or remotely within Canada. Remote-based employees may occasionally be asked to travel to our office for meetings or team-building events.

### Responsibilities

- Deliver product solutions to the client by assisting clients in implementing the company's products, ensuring that the client has a positive user experience of the product
- Evaluate the business practices of the clients and identify areas for aligning business practices with system functionality
- Identify through elicitation, documentation and requirements gathering, solution options to meet the client's business needs
- Work with the project manager to execute and successfully complete the project plan on time
- Perform data analysis on client data as part of the implementation to integrate with system validations in the product solution
- Provide prompt solutions to user questions and issues
- Provide training and end user product support to clients
- Execute the company's implementation roadmap by ensuring implementation projects are started as planned and successfully completed
- Participate in User and Focus Group meetings, as required
- Develop Implementation approach, plans and related documentation as new system areas are developed and require implementation
- Ability to travel to client sites, as required
- Perform other job-related duties as assigned

### Qualifications & Skills

- A University Degree or College Diploma in a related field
- Experience with systems and processes in the P&C insurance industry (mutual, stock company)
- Strong analytical skills, problem solving skills and attention to detail

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- Strong communication and interpersonal skills
  - Ability to prioritize tasks and meet deadlines
  - Strong team orientation, both internally and externally
  - Elicitation, documentation and requirements gathering skills
  - Facilitation skills
  - Positive customer service skills, including sales and marketing

## Nice to Have

- Experience in user acceptance testing and/or quality assurance testing
- Experience in a Systems Administration role, preferably with the IBS or Cognition+ Platform
- F/CIP designation or working towards F/CIP designation
- Business Analysis Accreditation

## APPLY NOW

[www.gocognition.com/join-us](http://www.gocognition.com/join-us)

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### Equal Employment Opportunities

Cognition+ is committed to employment equity and welcomes diversity. We encourage applications from qualified individuals from all backgrounds.

Cognition+ provides accommodations to applicants with disabilities throughout the hiring process. If you require accommodation, please contact:

#### Human Resources

[hr@gocognition.com](mailto:hr@gocognition.com)

519-432-8553 ext. 362

We thank all applicants for their interest in this position; however, only qualified candidates will be contacted for the next steps in the process.