Cognition+

P&C Insurance Business Analyst, Implementations

About Cognition+

Cognition+ is a team of talented and dedicated people on a mission to deliver transformative digital solutions to insurance companies of all sizes. In addition to a fully customizable Enterprise Insurance Management Platform, Cognition+ offers on-demand support, connectivity, cybersecurity, and development services. Founded in 1993, we have gained a deep understanding of our client's business needs and challenges and have invested in R&D to build the next-generation of insurance technology solutions.

With a focus on teamwork, commitment, and trust, we know it takes people with diverse perspectives, ideas, and cultures to make a company succeed. We believe that hiring the best talent will lead to the creation of better products and services to keep our clients on the leading edge. If you are looking for a challenging opportunity for your work to make a lasting impact and your career to grow then we want to meet YOU!

Why Choose Cognition+

- Competitive compensation package including benefits, group RRSP and incentive plan;
- Flexible work hours that offer work/life balance;
- Opportunity to learn, grow and innovate;
- Friendly and supportive team environment; and,
- Opportunity to provide your input into making this organization successful.

The Role

As a Business Analyst on our Implementation team, the successful candidate will be responsible for implementing our fully customizable Enterprise Insurance Management Platform with our insurance clients. The successful candidate will be involved in helping implement 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 with travel to customer sites expected. Remote-based employees may occasionally be asked to travel to our office for meetings or team-building events.

Role Responsibilities

- Deliver the core product solution 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 during implementation and identify areas for aligning business practices with system functionality;
- Identify through elicitation, documentation and requirements gathering, any additional features needed to meet the client's business needs;
- Work with the project manager to execute and successfully complete the implementation 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 solutions to user questions and issues, promptly, during implementation;
- Provide training and end user product support to clients during implementation;
- 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, where and when required; and
- Perform other job-related duties as assigned.

Required Qualifications & Skills

- A University Degree or College Diploma in a related field;
- Strong analytical skills, problem solving skills and attention to detail;
- 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;
- Experience in the property and casualty insurance industry;
- Experience with the IBS or Cognition+ Platform, and
- Strong technical skills and a conceptual understanding of technology as it relates to business applications and to the insurance industry.

Nice To Have

- Experience in a Systems Administration role
- F/CIP designation or working towards F/CIP designation;
- Business Analysis Accreditation; and
- Knowledge of accounting, underwriting and claims within the Farm Mutual industry.

APPLY NOW

Interested candidates are encouraged to apply online at
www.gocognition.com/join-us/

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 at hr@gocognition.com or call 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.