

Lawley

INSURANCE | EMPLOYEE BENEFITS Applications Analyst

Position Focus:

- Assist with admin and support for current business applications for over 450+ end users including Salesforce, BI Reporting, and additional supporting software; includes user management, troubleshooting and collaboration with software vendors on enhancements
- Support sales and service initiatives as requested utilizing software customization as well as working closely with all internal departments and outside consultants
- Collaborate with users and IT/Applications team to improve functionality and analyze business needs of software throughout the agency
- Assist with creating and maintaining internal documentation on admin processes, collaborate and communicate changes to training team
- Evaluate business processes, anticipating requirements, uncovering areas for improvement and developing and implementing solutions
- Effectively translate end-user reporting requirements to develop reports, manage new report request tickets, assist with report maintenance
- Support software version and maintenance upgrades by reviewing release notes and implementing changes within the systems of record, assist with testing upgrades to ensure agency's primary applications are fully operational, provide recommendations for process improvements
- Monitor and maintain software security and permissions, assist with data quality initiatives and cleanup
- Assist with sourcing, research, and evaluation of new software applications to enable the organization to increase revenue and work more efficiently
- Support all Lawley initiatives as requested, guided by company values, sales culture, business needs and scorecard

Successful candidates ideally possess

- Minimum of 2 years of experience in a systems support role or comparable position
- Prior experience with application development & troubleshooting preferred
- Proficiency in Windows OS, MSOffice (including Advanced level Word/Excel Skills), Adobe or other PDF Software
- Familiarity of relational databases including SQL with an emphasis on maintaining current systems
- Experience with Salesforce, QlikView or Applied/EPIC (insurance specific system) a plus
- Demonstrated relationship building skills
- Ability to work well independently and on a team
- Attention to detail and organizational skills
- Capability to work quickly and efficiently
- Methodical, yet swift decision-making skills
- Precise verbal and written communication skills, even under time constraints



'Lawley provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, race, creed, color, religion, sex, sexual orientation, national origin, citizenship, immigration status, gender, identity or expression, military status, familial status, marital status, disability or genetics.'

What's in it for you? *The Lawley Advantage!*

- Competitive salary AND referral bonuses
- Great Benefits (Medical, Dental, Vision, Wellness-- the works!)
- Educational and growth opportunities
- Generous PTO and 401K upon hire
- Comfortable, family oriented culture
- Office hours 8-4:30; Lawley is not a call center environment
- Work hard, play hard!!!

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