

Lawley

INSURANCE | EMPLOYEE BENEFITS Lawley Benefits Technology Configuration Analyst

Position Focus:

- Responsible for the configuration of benefit administration platforms for new and renewal clients on technology, including plan set up, adding applicable products, and configuration of benefits details specific to client needs
- Work with the applicable technology vendor to become an SME for the configuration process, find best practices, and seek out additional training when needed for complex or unique benefits.
- Responsible for documentation of configuration processes, ensuring updates are made frequently for new product releases and enhancements, and staying up to date on the most recent changes as it relates to the configuration process.
- Communicate any impactful configuration/system functionality changes to the applicable client service teams
- Guide technology peers to understand the configuration details as needed to answer high-level client questions and identify errors
- Participate in applicable configuration learning and ongoing skill-building activities (i.e. PlanSource University)
- Identify areas of improvement in quality, and make configuration updates as applicable for consistency of best practices

Successful candidates possess:

- Insurance experience in customer service or account management for 3 years or more
- Life Accident & Health License; or willingness to pursue in the first 90 days
- Ability to troubleshoot and complete error resolution, finding the root cause
- Ability to be flexible and open to change
- Passionate about technology and creating efficiencies/automation
- Bachelor's degree or higher preferred
- Computers skills are a must; Including Word, Excel, Outlook & PowerPoint
- Ability to work well independently and on a team
- Incredible attention to detail and organizational skills
- Open to continuing education, college degree preferred
- Positive attitude, even in a fast-paced environment
- A passion to make customers and coworkers feel important and valued
- Capability to work quickly and efficiently
- Methodical, yet swift decision-making skills
- Precise verbal and written communication skills, even under time constraints

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

- Competitive salary, referral bonuses, **AND** an annual bonus eligibility
- 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!!!



'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.'