

Post Date: December 16, 2011

Reference No: 2011-W1

SYSTEMS ANALYST/ADMINISTRATOR

Our team is looking for a professional, career-minded individual like you to contribute to our ability to deliver unsurpassed expert advice and service. Since 1941, Lloyd Sadd Insurance has been experiencing continued and substantive growth. Our reputation in the industry is a direct result of us attracting exceptional talent and building a dynamic team. Today, we employ over 100 dedicated professionals and are one of the largest independently owned insurance brokerages in Alberta.

The Systems Analyst/Administrator will be an integral part of the IT team and is responsible for the effective operation and administration of the information technology (IT) services and support across the organization. This individual will work under the supervision of the Controller on various IT projects, database resource management, administration and desktop support as well as communication with contractors, third party consultants, and end users. The position is also responsible for the support and execution of the IT strategic plan as well as identifying, selecting, and deploying the appropriate technology resources that will support the corporate goals and objectives.

Responsibilities may include but are not limited to:

- Manage information systems projects, technical support activities, and network and business operations.
- Provide internal IT support (server security, software updates, hardware maintenance etc.).
- Implement, deploy and operate the information systems and technology solutions in alignment with the business needs.
- Research, design, and implement the appropriate technologies to support and improve corporate communications, access to information, and end-user productivity.
- Select among authorized procedures and seek assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise.
- Work as a team member with other technical staff to ensure connectivity and compatibility between systems.
- Write and chart system documentation on a regular basis.
- Conduct technical research on system upgrades to determine feasibility, cost, time required, and compatibility with current system in alignment with the current business plan.
- Maintain confidentiality with regard to the information being processed, stored or accessed by the network.
- Document system problems and resolutions for future reference.
- Investigate and analyze problems and business processes and requirements, including impact analysis of change on all systems and business areas, for projects up to high complexity in order to recommend appropriate solutions.

- Facilitate and function as a liaison between business and technical units and work with IT team to design solutions to meet business requirements.
- Providing direction to internal and external users and assists in the effective and efficient resolution of issues. (internal approval may be required)
- Communicate activity status report to the Controller, as required.
- Support database reporting
- Provide project methodology guidance and advice to all levels of business users and all levels of technical staff.
- Effectively manage time and workload – set appropriate priorities.
- Conduct capacity planning for network bandwidth, storage requirements, messaging, Web sites, and other applications.
- Participation in internal business meetings may be expected.
- Stay informed on new or emerging trends and technologies that provide clear benefits to the organization, business partners, and/or customers.
- Perform all other related duties as assigned by the Controller.

Requirements:

- A degree or technical diploma in Information Science, or Computer field
- Five (5) years of related experience.
- A combination of education and/or work suitable working experience.
- Advanced overall knowledge in a Windows environment.
- Good overall knowledge of programming concepts, software development cycles, and associated tools and platforms.
- Proficiency with SQL would be an asset.
- Proficiency with VPN networks, firewalls, encryption, and other aspects of network security technologies.
- Excellent organization, planning and prioritizing skills.
- Proactive approach to problems and issues, working ahead of potential “glitches”.
- Skill in analysis, problem solving, critical thinking and decision making.
- Skill in teamwork, communication, innovation, adaptability, and decision making, along with a customer focus, results orientation, and business sense.
- Skill in understanding and using standard application development design, report and project management tools.
- Ability to meet deadlines and communicate the status of assignments.
- Skills in teamwork, communication, innovation, adaptability, and decision making, along with a customer focus, results orientation, and business sense.
- Ability to effectively participate in multiple projects.
- Candidate must be able to conduct needs assessments with clients to identify business and marketing requirements to translate into project plans.

- Ability to explain technical concepts and theories to non-technical audiences.
- High degree of resourcefulness, flexibility, and adaptability.
- Able to effectively communicate both verbally and in writing to individuals at all levels of the organization.

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NOTE: Please include the position title and reference no. in your subject line as noted above.

We thank all those who apply however, only those applicants chosen for an interview will be contacted. Applicants must be legally eligible to work in Canada.

Lloyd Sadd's success can be attributed to attracting, developing, and retaining dedicated team members. We are committed to a culture that motivates and recognizes high performance through professional development opportunities which include progressive responsibilities, recognition for effort and rewards based on results.

We offer an attractive and competitive compensation package that includes:

- Excellent Health & Dental Benefit Plans
- Tuition Reimbursement
- Employee Discounts
- And Referral Bonuses