

Business Systems Analyst - Corporate Services-016794

Job Description

Founded in 1909, Mutual of Omaha is a solid, family-oriented company that's reliable, trustworthy, knowledgeable and caring. We are a full-service, multi-line provider of insurance and financial services products for individuals, businesses and groups throughout the United States. We are committed to providing outstanding service to our policyholders. Our commitment to customer service is the cornerstone of our vision and values.

Provides input into formulating business solutions through research, manipulation and/or analysis of data, facts, and information. Provides support for the implementation and administration of technologies in order to meet defined objectives and contribute to the overall business strategy. Work involves use of independent judgement as well as responsibility for performing technical and somewhat complex duties.

Identifies, develops, and evaluates alternatives to meet business requirements. Coordinates with internal and external business partners in designing and developing new systems, processes, and procedures. Coordinates, plans, and performs enhancements, upgrades, and on-going maintenance.

Reviews, analyzes, tests, and recommends new software applications and equipment. Assists in maintaining vendor relationships.

Contributes to the development and implementation of comprehensive communication and training plans and materials for internal and external business associates and customers.

May coordinate the design, testing and generation of new management reports as business requirements dictate. Partners with business areas to define solutions and resolve technical issues.

Develops and administers documentation of projects, recommendations, and implementation procedures. Communicates project outcomes in a clear, effective, and timely manner to necessary parties in the business area and other customer areas.

Develops and maintains current knowledge of assigned business areas, Mutual of Omaha practices, the insurance industry, and the business environment. Improves understanding of business system tools, practices, and methodologies.

Qualifications

- Knowledge of insurance products, the insurance industry, related legislation, and business operation procedures and practices
- Knowledge of business system operations, workflow analysis, and business systems terminology and standards Knowledge of implementation processes and redesign of supporting business processes (which may include software implementation processes). Experience with project management processes and tools
- Strong oral and written communication, human relations, and presentation skills. Strong analytical skills, attention to detail, problem-solving and decision-making abilities. Creativity, diplomacy, sound judgment, and initiative
- Ability to meet stringent deadlines, to work independently and as part of a team, to guide and train others, and to provide excellent customer service
- Quantitative, statistical, and data analysis and interpretative skills
- Strong knowledge of administrative systems, applications, office and testing tools in a business environment. Experience with PC based office tools, such as, Microsoft Office, Lotus Notes. Experience with Web navigation and software

Physical Requirements for the primary Accountabilities, % of work period

- Keyboarding 34-66%
- Working with the hands 1-33%
- Sitting 34-66%
- Standing/walking 1-33%
- Talking 34-66%
- Near Vision 34-66%
- Far Vision 1-33%
- Hearing 1-33%

Mutual of Omaha is an Equal Opportunity Employer