CARADOC TOWNSEND MUTUAL INSURANCE COMPANY IS HIRING!

IT SYSTEMS LEADER

The Caradoc Townsend Mutual Insurance Company (CTM) is seeking an energetic individual with integrity, drive, and aptitude to join our team as our IT Systems Leader.

CTM is a financially strong, growth-oriented, policyholder-owned, property and casualty Mutual insurer with an annual Gross Written Premium (GWP) of more than $15 million. We keep our promises and provide peace of mind through high-quality insurance products and coverage for personal, agriculture, and commercial lines. Our dedicated sales group services a membership-client base stretching from Strathroy to Niagara, with two offices, one in Mount Brydges and the other in Waterford.

The IT Systems Leader reports to the VP, Corporate Services, and will be primarily responsible for planning, implementing, and overseeing the efficient operation of CTM's infotech business systems. This is a full-time permanent position with the opportunity to work both remotely and from the office.

As the IT Systems Leader, you will be responsible for:
- Implementing required Insurance software program(s) to meet company objectives efficiently and effectively and continually perform software system and database changes and updates, as required.
- Maintain and ensure the integrity of statistical data by assisting all departments with accurate data entry, educating staff on statistical data issues/changes, and working with third-party providers in resolving any issues/concerns.
- Identify and report on potential areas of improvement in the efficiency of business processes and procedures as it relates to the insurance software program system(s).
- Monitor, import, export, and migrate data between various software and legacy platforms
- Oversee a team responsible for the administration of firewall/network, servers, software, website, and CTM's cybersecurity program.
- Provide technical and troubleshooting support for insurance software program(s)
- Research and recommend enhancements to data collection systems.
- Oversee external IT support and insurance software, vendors.
- Translate strategic goals to operational planning and actions.
- Analyze business needs presented by the user community and recommend technical solutions.
- Evaluate and optimize support tools to ensure integration with existing organizational technologies.
- Oversee project management for IT-related undertakings and ensure project management practices are followed throughout the project lifecycle.

Qualifications:
- University Degree or College Diploma with Professional Certificate.
- Minimum of 5 years of functional and technical experience.
- Prior leadership experience is an asset.
- Advanced listening and verbal communication skills.
- Establish and maintain relationships with internal and external customers.
- Valid Canadian driver's license as travel on behalf of the Company is required.

Interested applicants, please send your resume to admin@yourh2r.com.
Thank you for your interest in Caradoc Townsend Mutual Insurance Company.