



THE MUTUAL FIRE  
INSURANCE COMPANY  
OF BRITISH COLUMBIA

DEPARTMENT: INFORMATION TECHNOLOGY  
POSITION TITLE: PRODUCT ANALYST  
REPORTS TO: APPLICATIONS MANAGER

## ABOUT US

The Mutual Fire Insurance Company of British Columbia is growing and is seeking a Product Analyst to join our team.

Founded in 1902, Mutual Fire Insurance was the first mutual insurance company headquartered in British Columbia. Today, the company provides solutions for farm, commercial, and home insurance needs from British Columbia to Ontario. Mutual Fire Insurance is committed to making people a priority by creating membership initiatives, investing in technology, and supporting community projects.

Mutual Fire Insurance's subsidiary, Four Points Insurance provides innovative insurance solutions for small to medium-sized businesses in suburban and rural areas. Four Points Insurance was formed in 2022 to support small businesses through the many adjustments they must face now, and in the future. Built with a passion for customer service and risk management, Four Points Insurance offers business owners a suite of commercial packages insurance options.

In late 2021, Mutual Fire Insurance created two employee driven committees, an ESG Committee and a Purpose Committee. Today these committees are creating the framework and policy for Mutual Fire Insurance to work towards sustainability within our communities, while also ensuring environmental, social, and governance mandates are accomplished.

## THE OPPORTUNITY

This role is a permanent full-time position. The successful candidate will be assisting current IT staff in application support. In addition to providing day-to-day support for an Enterprise Policy Administration application, you will also be developing and enhancing current application processes and supporting third-party integrations within a Scrum framework. You will assist in developing long-term plans to ensure the company has the necessary abilities to meet its growth goals and objectives.

### Responsibilities:

- Review, troubleshoot and resolve User-submitted issues (tickets) on their use of the primary business application
- Investigate and resolve production errors of the primary application and third-party integrations
- Role structure is 60% projects and 40% support oriented. Project deliverables are made in 1-month Development Sprint cycles.
- Refine configuration settings of the primary application as necessary to complete Change Request submissions and satisfy user requirements

- Work closely with members of the IT department to prepare estimates of the work effort required to design, develop, test, and implement technical solutions
- Provide technical solution design, aligned with the organization's systems architecture, and documented in detailed technical specifications
- Identify system processing considerations towards UX, including system resource performance and online response time
- Learn to analyze and develop custom program code based on the technical specifications and verify that the program code reflects the business requirements
- Work closely with the primary and tertiary vendor support teams
- Develop new test cases and perform unit testing and integration testing on a regular cadence
- Liaise with testers and other IT staff as necessary

#### Here's what you bring:

- Require 2 years experience in Property and Casualty insurance industry or similar role
- University or college diploma, preferably in Computer Science or related discipline
- Experience with administering a Policy Management System, preferably ISI Enterprise or Guidewire, with others such as (but not limited to) Keal, SigXP, TAM, Acturis and PowerBroker.
- Project experience with formal development methodologies and formal change management procedures
- Experience with project management and business analysis disciplines
- Familiarity with Agile Philosophy and experience with Scrum Methodology
- Experience working in a Helpdesk support role and familiarity with Issue Ticket tracking processes
- Working knowledge of ASP.NET Web Forms and/or JavaScript
- Proficiency in Object Oriented programming concepts with knowledge of .Net design patterns
- Experience with API Payloads and testing
- Excellent communication (verbal and written), organizational skills, time management and problem-solving abilities
- Experience with unit testing, system testing, test-driven development and tools
- Experience with secure development practices
- Ability and willingness to be agile, working on diverse tasks and shifting focuses as expected from a small team
- Team player and adaptable to a changing environment



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What we offer:

- Competitive salary
- Comprehensive employee benefit package
- Flexible work environment, opportunity to work remotely with limited office attendance
- Diverse mix of staff and demonstrated work/life balance
- Career growth opportunities and continuing education programs

Please send your resume in confidence to [careers@mutualfirebc.com](mailto:careers@mutualfirebc.com)

*We thank all applicants for their interest, however only candidates under consideration will be contacted.*