NEW MEXICO MUTUAL℠

Job Title: **Systems Analyst**
Department: **Information Technology**
Reports to: **IT Application Manager**

Position Summary:

This position is responsible for planning, supporting and implementing information systems. The Systems Analyst performs advanced level support and configuration of assigned applications. This position acts as liaison between the IT department and business units within the organization, working to elicit and define system requirements and turn them into technical specifications. The position uses strong analytical skills to help business users enhance operational efficiencies. Helps facilitate the interaction between IT development, business analysts and the various business units across the organization.

Essential Functions:

- Guides users in formulating requirements; analyzes resulting user proposals and conducts feasibility studies. Recommends optimum approach, advises on alternatives and on the implications of new or revised information systems.

- Manages application software in the assigned field. This includes upgrades and patches, tuning, developing application-specific security, performance monitoring and trouble-shooting. Tests, maintains, and monitors system processes using in-house and third party- tools. Work must be coordinated with other analysts if integration between systems exists.

- Performs problem analysis to resolve system or application issues. Performs complex diagnosis of problems, providing solutions within area of responsibility, and/or through consulting with IT team members; coordinates implementation of fixes and enhancements. Provides backup for other analysts as required. Responds to critical issues during off hours when necessary.

- Provides project leadership and oversight, directing and integrating the work of other analysts and technical personnel. Develops project plans, organizes and leads project

teams, monitors progress, and evaluates effectiveness.

- Develops and manages internal procedures, tools, and documents to provide a high level of application integrity and availability and to ensure timely, effective support. This includes writing scope documents and developing technical support standards and procedures.

- Analyze business processes to identify opportunities and improve existing processes using technology-based solutions. Gather, create and document current and future state business process flows.

- Identify opportunities and lead implementation efforts for new functionality, modules, applications and third-party integrations.

- Implement and configure ECM and/or CRM system workflows and functionality.

- Provide project management oversight for short and long-term IT projects, at the direction of IT management.

Job Qualifications

Education:
BA/BS from accredited 4-year college/university in Computer Science, Management, or related field required.

Experience:
Seven or more years of related experience in a corresponding field, preferably in workers' compensation or other insurance environment.

Required Skills/Abilities:
- Strong analytical and problem-solving skills
- Strong organizational skills
- Ability to build and maintain relationships with technical and non-technical personnel.
- Ability to manage multiple tasks simultaneously
- Excellent verbal & written communication skills

Specialized Knowledge, Licenses, etc.:
- MS Office (Word, Excel, PowerPoint, Outlook)
- MS Visio
- Business process modeling/data modeling tools

- Preferred experience with Hyland OnBase or other ECM solutions
- Preferred experience with Salesforce or other CRM solutions

Values and Mission:
Adheres to New Mexico Mutual's values and mission by demonstrating Service Excellence, Trust, Ownership, One Team and Boldness in thought and action.

Positive Attitude:
Develops and maintains positive working relationships with team members, customers, co-workers and management by demonstrating effective communication and collaborative skills.

Working Conditions:
- **NEW MEXICO MUTUAL** maintains general office conditions with light physical demands.
- Employees of **NEW MEXICO MUTUAL** adhere to all safety rules and regulations including building security.
- Employees participate in ensuring safe and efficient operating conditions that safeguard employees and facilities.
- **NEW MEXICO MUTUAL** maintains a drug free environment; drug testing prior to employment as well as upon a work-related accident.
- Exposure to VDT screens.

Visit us at our website for more information on our benefits and state-of-the-art home office.