

# Career Opportunities

## **Business Application Support**

Grade: 2  
Location: Scottsdale

### **Position Purpose**

The position is responsible for the provision of application maintenance and support services to users of Sagicor business systems. Provide assistance to programmers and the QA department in the development, testing and training of new modifications to all systems. Provide support for key applications as needed.

### **Key Duties and Responsibilities**

- Providing application configuration and maintenance on key applications, by becoming knowledgeable on the use of all aspects of these systems.
- Support the daily development of key applications including the electronic document applications such as xPression, FireLight and Foresight.
- Delivering support to business users and investigating and resolving application errors, data discrepancies and queries.
- Assist the QA and MIS departments in testing and documentation of same key applications.
- Provide support for projects, including data entry, documentation, and administrative duties to the MIS and QA departments.
- Maintain cohesive working relationship with all areas of the company.
- Perform other duties as required for MIS to successfully meet its and the company's goals and objectives.
- Understand how data is transmitted from forms based documents to another form or system. Assist in testing issues related to integration.

### **Qualifications**

- Administrative background and extensive knowledge of Microsoft Office products.
- Good communication and interpersonal skills with an aptitude for communicating issues to both peers and non-technical staff.
- Degree in Programming or Technical certification is a plus.
- Knowledge of different data types, such as Integer, String, Decimal, Double, Array. XML background is a plus.
- Application systems – experience of recording and solving application support issues from customers, prioritizing requests, implementing and communicating timely solutions.
- Professional standards - familiar with standards, help desk procedures, and change management processes.
- Attention to detail - applying quality standards to all tasks undertaken and ensuring that nothing is overlooked.



LIFE INSURANCE COMPANY

#### Contact Information:

Please submit your resume by email to [hr@sagicorlifeusa.com](mailto:hr@sagicorlifeusa.com) or fax to (480) 425-5131.