



## **American International Company Limited**

*Invites applications for the position of:*

### **Senior Application Support Analyst**

American International Group, Inc. (AIG) is a leading international insurance organisation serving customers in more than 80 countries and jurisdictions.

We have an opening for a Senior Application Support Analyst in our Data Center, to manage a Xuber Genius application, provide programming and reporting solutions using the Cognos reporting tool, MS SQL Server and VB.Net. This role is responsible for providing in-house expertise in administering and using these key systems.

#### **Duties and Responsibilities**

- Provide expertise in the setup and use of the Xuber Genius application, Cognos reporting and back end SQL applications. Setup new products and determine the best way to implement business requirements.
- Investigate and resolve problems regarding the use of key applications, devise work-around solutions and correct faults.
- Undertake business analysis functions working with users to utilise Genius more efficiently. Identify problem areas, and work with end users to implement best practice procedures.
- Ensure IT staff and end users are adequately trained in use of Genius and supporting applications.
- Perform user security recertifications. Monitor applications for poor performance and problem conditions. Log reviews for breaches and take corrective action.
- Provide application Disaster Recovery support. Review and update ARPs, coordinate testing efforts and ensure corporate compliance standards are met.
- Implement package-based or bespoke application patches and fixes.
- Test new fixes against business requirements. Develop standard test scripts.
- Liaise and coordinate tasks between the Data Center (developers and helpdesk), application vendors and end users.
- Manage SOX and Compliance for all applications and ensure proper business and audit practices are adhered to.

#### **Required Qualifications and Experience:**

- University Degree or Diploma in computer systems or related subject.
- Minimum 5 years' experience with Xuber Genius.
- Minimum 5 years' practical experience with multi-currency insurance/reinsurance and accounting applications.
- Minimum 2 years' experience with Cognos business intelligence reporting products.
- Possess a systematic, disciplined and analytical approach to problem solving.
- Ability to analyse and write business and technical specifications.
- Excellent working knowledge of IBM iSeries Server, IBM Query/400, SQL, MS SQL Server, Visual Basic.net and SFTP.
- Good working knowledge of data-warehouse concepts and PC based end user reporting tools.
- Good working knowledge of SOX and internal controls for compliant application management.
- Result focused, capable of working independently with a proven ability to manage and train staff.

**We offer a competitive salary and benefits package, which will reflect your technical expertise and experience.**

***A detailed resume should be sent in confidence to:***

**Human Resources Generalist  
American International Company Limited  
P.O. Box HM 152, Hamilton, HMAX  
or e-mail: [hrbermuda@aig.com](mailto:hrbermuda@aig.com)**

**Applications must be received by July 11, 2019**

**NO AGENCIES PLEASE**

**Preference will be given to Bermudians and Spouses of Bermudians**

**American International Company Limited is an  
Equal Opportunity Employer**