



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 in our Data Center for a Senior Application Support Analyst to work as a member of a business support and development team. This role is responsible for providing in-house expertise in application support, development, administering and using these key systems.

Duties and Responsibilities:

- Manage and provide expertise in the setup and use of the iSeries environment, IBM Cognos Analytics environment, Xuber Genius application and Symtrax Compleo suite.
- Provide programming solutions using RPG/CL/SQL and support SQL/.NET downstream applications.
- Work with users to utilise Multinational applications more efficiently. Identify problem areas and work with end users to implement best practice procedures.
- Setup new products and determine the best way to achieve business requirements.
- Investigate and resolve problems regarding the use of key applications, devise work-around solutions and correct faults.
- Test new fixes against business requirements and develop standard test scripts. Implement package-based or bespoke application patches and fixes.
- Ensure IT staff and end users are adequately trained in use of Genius and supporting applications.
- Technical lead and SME for the OFAC reconciliation (Economic Sanctions compliance) system.
- Manage sub-contractors as needed and liaise with global data center and infrastructure teams, application vendors and end users.
- Ensure proper business audit and compliance practices, including change management and Agile SDLC, are adhered to.
- Maintain the Disaster Recovery strategy for business critical applications and actively participate in Business Continuity Planning.

Required Qualifications and Experience:

- University Degree or Diploma in computer systems or related subject.
- Minimum 5 years' experience with Xuber Genius.
- Minimum 5 years' programming experience with iSeries, RPG, CL, SQL and Query/AS400.
- Minimum 5 years' experience with Cognos business intelligence reporting products.
- Minimum 3 years' practical experience with multi-currency insurance/reinsurance applications.
- Minimum 2 years' experience with Symtrax Compleo suite.
- Possess a systematic, disciplined and analytical approach to problem solving.
- Ability to analyse and write business and technical specifications.
- Excellent working knowledge of data-warehouse concepts and PC based end user reporting tools.
- Good working knowledge of Microsoft SQL Server, SSIS & SFTP.
- 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**

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**