



Multinational Technical Services Officer

Who we are

American International Group, Inc. (AIG) is a leading global insurance organization. Building on 100 years of experience, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions, and other financial services to customers in more than 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security.

Get to know the business

General Insurance is a leading provider of insurance products and services for commercial and personal insurance customers. It includes one of the world's most far-reaching property casualty networks. General Insurance offers a broad range of products to customers through a diversified, multichannel distribution network.

About the role

What you need to know: We are seeking a **Multinational Technical Services Officer**

The Technical Services Officer works within the Multinational Reinsurance Servicing Office (RISO) of AIG. The successful candidate will be responsible for a critical and complex data workflow, which results in time-sensitive billings and critical reporting to major clients.

Duties and Responsibilities:

- Receipt and loading of high volumes of claims data from AIG offices worldwide; reject remediation; investigation and tracking of errors through workflow
- Extraction of monthly data and issuance to Head Office under strict deadlines
- Setting up new, and maintaining existing, critical standing data tables within an AS400 environment
- Assisting users in the use of the system and helping to identify problems
- Liaising with various AIG offices in set-up of users in different in-house applications
- Engaging with other AIG offices, and arranging testing/UAT relating to upgrades to our system or systems interacting with ours
- Proactive engagement with colleagues in seeking out, designing, and presenting to management improvements that can be made to controls, accuracy, and efficiency
- Drive implementation of new desktop (database) solutions to improve work environment
- Assist in staff development and training
- Other relevant duties relating to those described above
- Any other duties as assigned

What we're looking for:

- Bachelor's Degree
- Possess a thorough understanding of the flow of insurance transactions through a global insurance network
- Experience in a multinational insurance/reinsurance environment is preferred
- Must understand implementation and use of controls within a workflow
- Ability to find imaginative solutions to complex process issues
- Excellent knowledge of, and experience in working with Microsoft Excel and Outlook
- Knowledge of simple database design and controls, in addition, AS400 an advantage
- Strong analytical abilities essential and good interpersonal skills and a positive can-do attitude
- Must be a motivated individual who is able to work on their own initiative, produce accurate work and meet deadlines in a very demanding work environment

A look at our benefits

At AIG, we have a 100-year legacy of working to make the world a better place. And that begins with our employees. We're proud to offer a range of employee benefits and resources that help you protect what matters most – your health care, savings, financial protection, and wellbeing.

We also believe in fostering our employees' development and offer a range of learning opportunities for employees to hone their professional skills to position themselves for the next steps of their careers. AIG also has a tuition reimbursement program for eligible employees to enhance their education, skills, and knowledge in areas that relate to their current position or future positions to which they may transfer or progress.

We are an Equal Opportunity Employer

It has been and will continue to be the policy of American International Group, Inc., its subsidiaries and affiliates to be an Equal Opportunity Employer. We provide equal opportunity to all qualified individuals regardless of race, color, religion, age, gender, gender expression, national origin, veteran status, disability or any other legally protected categories. At AIG, we believe that diversity and inclusion are critical to our future and our mission – creating a foundation for a creative workplace that leads to innovation, growth, and profitability. Through a wide variety of programs and initiatives, we invest in each employee, seeking to ensure that our people are not only respected as individuals, but also truly valued for their unique perspectives.

If your experience and ambition match the above criteria, please apply online at (Please use Internet Explorer 11 or Google Chrome to access the link): https://aig.wd1.myworkdayjobs.com/aig/job/Pembroke/Multinational-Technical-Services-Officer_JR2100895-1

All applications must be received by close of business on:
March 31, 2021

Thank you for your application and interest in American International Company Limited. Please note you will only be contacted if you are short-listed for an interview.

Additional information about AIG can be found at www.aig.com
| YouTube: www.youtube.com/aig | Twitter: [@AIGInsurance](https://twitter.com/AIGInsurance)
| LinkedIn: <http://www.linkedin.com/company/aig>