



Endurance Specialty Holdings Ltd. is a global specialty provider of property and casualty insurance and reinsurance. Through its operating subsidiaries, Endurance writes property, agriculture, professional lines, casualty and other specialty lines of insurance and property, catastrophe, casualty, professional lines and specialty lines of reinsurance.

Endurance maintains excellent financial strength as evidenced by the ratings of A (Excellent) from A.M. Best (XV size category) and A (Strong) from Standard and Poor's on our principal operating subsidiaries.

As a leading global provider of insurance and reinsurance, we recognize that our success is derived directly from those who matter most: our people. We currently employ over 1,000 professionals in offices in Bermuda, the United States, the United Kingdom, Singapore and Zurich. At Endurance, a shared commitment to integrity, teamwork, agility, execution, and excellence define our culture, and we strive to create exceptional value for our clients and shareholders and maintain Endurance as a desirable place to work.

Summary

We are seeking a **Production Support Analyst for our Purchase office**. The Production Support Analyst will be responsible for providing user support for our agent portal and policy administration platform including troubleshooting and resolving user issues, running reports, analyzing data and defining requirements for system enhancements.

Essential Duties and Responsibilities:

- Triage production support issues encountered by the internal team and external users during all stages of the underwriting process.
- Identify root causes of issues and coordinate resolution with development and testing teams in a timely manner.
- Identify recurring issues and work with the team to implement proactive solutions.
- Assist Lead BA in managing the existing work queue and logging requests.
- Translate business needs into clearly-defined and documented detailed business/functional requirements for insurance solutions, utilizing use cases, process flows, data flows, traceability matrices and report mock-ups as appropriate.
- Create User Acceptance Test scenarios and coordinate user acceptance testing with stakeholders.
- Conduct Peer Reviews and Walkthroughs

Qualifications:

- 2+ years as an IT Business Analyst and/or production support analyst working with policy administration systems, with an understanding of the terminology, business functions and business processes.
- Technology experience with front office insurance underwriting solutions is required. Experience with one or more of the following systems is preferred: Duck Creek, Guidewire, GENIUS and ImageRight.
- Very strong problem-solving and analytical skills.



- Experience with formal SDLCs and business analysis methodologies; working knowledge of business analysis documentation standards.
- Excellent oral and written communication skills and the ability to clearly articulate to all project members and stakeholders; must be a team player who works well with technical and non-technical resources.
- Strong initiative; able to self-manage based on given priorities.
- Understands communication channels and escalates appropriately.

Endurance offers a competitive compensation and benefits package commensurate with experience. For immediate consideration; please e-mail your resume as a Word document along with salary history/requirements to: broidan@enduranceservices.com

Visit our website at <http://www.endurance.bm/>

Endurance is an equal opportunity employer committed to a diverse workforce. M/F/D/V