**Job Description**

**Job Title:** Relationship Technology Leader

**Department:** Information Technology

**Summary:**  Responsible for overseeing the  Agency IT operations, including [planning](https://www.wrike.com/project-management-guide/faq/what-is-planning-in-project-management/), development, and implementation of technology project efforts that utilize IT solutions, principles, standards, and best practices. Develops, establishes, and maintains Technology standards and procedures that align with IT’s enterprise strategy. Deep domain technology platform experience. Solid communication skills. Throughout the lifecycle of IT operations and projects, obtains feedback to ensure that strategic objectives are met, value is delivered with a focus on budgets, timelines, and performance. As a critical member of the Accretive IT organization, this role will work with several teams to continue the transformation efforts of the broader organization by providing an evolving integrated channel experience to our agencies, carriers, and customers to Agency. This person will be able to operate in a fast moving, agile environment, is a team player that collaborates well cross functionally and acts as an owner, proactively taking initiative.

**Essential Duties and Responsibilities** include the following.

* Partner with Cross-Functional teams, Corp IT and COEs to provide technology solution and thought leadership
* Manage the day-day IT operations of the agency, providing monthly metrics and recommendations on continuous improvement. Includes simplifying footprint of technology solutions and moving to cloud-based solutions
* Collaborate with Corp IT teams to lead transformation initiatives and align them to the agency
* Advance enterprise technology objectives by eliminating agency variations to enterprise technology standards
* Simplify the footprint by reducing exposures and making the business process and technology aligned to the enterprise platforms
* Share best practices with other Agency IT leaders and assist with cross-region activities as needed
* Periodically take on enterprise technology assignments by working with the Corporate IT team
* Identify and resolve all end user service needs for the region by working with the Corporate EUS leader
* Manage an agency portfolio of technology projects by leveraging Corp IT COEs
* Proactively monitor agency technology budgets and identify savings opportunities by leveraging enterprise IT vendors
* Manage agency relationships and coordinate at various levels of Accretive and corporate staff
* Align programs, projects, and operations to Organization’s technology strategic objectives
* Produce regular project reporting to senior agency and IT leadership and corporate teams
* Ensure adherence to enterprise security standards and corporate regulatory policies
* Provide clarity around program scope, goal and expected benefits and communicates effectively
* Escalate project issues/risks to leadership promptly
* Capture and help prioritize project change requests that can include new requirements, features, functions, operational constraints, regulatory demands, and technical enhancements
* Provide support and leverage frameworks and best practices working through IT leadership Data, PMO, QA, CTO, Cyber, M&A enterprise IT COEs

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Highly technical across application architecture, file transmissions, data, and security
* Experience in managing Insurance software applications
* Experience with acquisition and merger of new companies into existing IT operations
* Extensive experience in systems architecture and IT operations
* Experience supporting Agency Management systems
* Experience with systems integration (i.e. Policy, Billing, Claims, Reinsurance, third-party systems)
* Facilitation experience for conducting stakeholder meetings
* Familiar with Joint Application Design (JAD) session, rapid prototyping, and similar approaches
* Familiar with business process design concepts and principles

**Education and/or Experience**

Bachelor’s degree required, or higher education level, or foreign equivalent, preferably in area with Information Technology or Software Engineering emphasis. Minimum of 10 years’ professional experience, preferably in implementing software applications