

Assistant Vice President, Applications and Integration

Job Summary

The Assistant Vice President, Applications and Integration, supports the Vice President, Information Technology by setting strategic and tactical direction for the company's IT department providing business systems analysis, application development & support, systems integration, application configuration, testing, systems quality assurance, and maintenance. This includes the conceptualization, planning, evaluation, development, integration, and deployment of application platforms.

Responsibilities

- Plans, organizes, leads, controls, and coordinates the provision of services in the assigned systems area(s) of IT application design, development and testing along with systems integration and application production support.
- Acts as a primary resource to the business senior management and operational senior management in all matters concerning current systems and future technology resources.
- Manages department personnel to include, though not limited to, training, mentoring and coaching assigned teams to maximize individual performance and accomplish projects; enforcing company policies; conducting employee performance and salary reviews; creating and maintaining employees' job descriptions; recruiting and interviewing applicants; retaining, disciplining and if necessary, terminating in conjunction with HR and department VP.
- Provides the overall direction necessary to ensure the delivery of efficient and effective services and collaborates with other IT disciplines to ensure that the necessary changes to the company's IT environment are instituted at an appropriate level of quality, cost and architectural consistency.
- Ensures the creation and enforcement of development, integration and configuration best practices and methodologies in the areas of: a) coding standards and reviews; b) test driven development; c) automated testing; d) application integration standards; e) application support procedures; f) use of system development patterns; and g) application configuration standards.
- Collaborates in the evaluation, selection and implementation of major systems, as well as the conversions from existing systems playing a strategic role in identifying technology direction that would enable the business to more effectively achieve business goals; sets, develops and manages applications to a strategic plan.
- Supports all teams responsible for supporting, enhancing, evaluating, implementing and integrating new and existing business applications and IT systems.
- Oversees the operationalizing of new systems into then production environment, including ongoing development & configuration support.

- Participates in IT management duties such as budget and financial activities; process standards, improvement and monitoring; program and project management; enterprise application portfolio management; vendor management and strategic sourcing; workforce planning; information security; change management; and strategic planning.
- Supports modernization of the insurance systems platform efforts and implementations. Creates appropriate service centers to support systems upon going live. Oversees & budgets ongoing configuration operational costs (for new insurance platform components maintained by the IT organization and once in production).
- Assures the development and maintenance of an effective organization for the assigned systems area(s) including a) efficient work flow patterns; b) established performance standards; c) effective delineation of duties and responsibilities; d) suitable staffing levels; 3) appropriate management and supervision; and f) systems for timely communication of pertinent information.
- Assures monthly alignment with annual budget through oversight of financial activities
- Provides oversight of adherence to IT internal policies and procedures.
- Provides oversight of demand management, business systems release management, and change management activities.
- Supports disaster recovery planning and testing, as well as business continuity planning as led by the Infrastructure and Operations team.
- Coaches and develops staff to maximize individual performance, build future organizational leadership, enhance teamwork and strengthen support of the organization's values, tactics and strategies.
- Performs other duties as assigned

Scope of Responsibility

The AVP, Applications and Integration is responsible for the following areas:

- Business Systems Architecture, Development & Integration, which includes systems engineering, systems development, as well as supporting third party systems implementation, and systems integration. Application architecture aspects will be in coordination with the Enterprise Architecture team.
- Application Configuration, which includes configuration and testing of 3rd party configurable systems (policy administration system, digital engagement platforms, document processing applications, etc.) by a technical team of administrators/configurators that work with non-IT team members across the business configuring core application components.



- Deployment Services, which includes systems deployment, quality assurance, quality control, and release management. Specifically, this includes all release management activities, including coordination with modernization of the insurance systems platform releases and 3rd party configurable systems releases.
- Systems Maintenance & Support, which includes legacy and modernized systems improvement, regulatory and security compliance for all production business systems and corporate 3rd party systems, systems integration infrastructure, integration Web Services, and applications systems management

Job Qualifications

- Bachelor's degree required, Master's preferred in Computer Science or Information Systems or related discipline
- Managerial
 - Minimum of 2 years of executive level experience (Director/Officer), systems development executive experience preferred
 - Minimum of 5 years of experience managing distributed software development and systems integration teams required, insurance industry experience preferred. Ideal candidate should have experience leading multi-disciplinary teams.
 - Program and project management expertise including the ability to concurrently handle multiple simultaneous complex projects
 - Excellent problem solving and interpersonal skills
 - Must have a desire for achieving excellence in customer satisfaction, process and product quality and reliability
 - Motivated to resolve product issues quickly and reliably
 - Excellent oral and written communication skills
 - Thrive on technical challenges and take pride in finding elegant, sustainable solutions; constantly thinking of ways to improve our productivity, reliability, and code base
- Technical
 - Minimum of 5 years of Software Development experience with 3 years of hands-on experience with Microsoft development platforms required
 - Expertise in service-oriented architecture with WCF, SOAP and/or REST services utilizing an integration platform or service bus; 3 years of experience preferred
 - Strong expertise developing with the Microsoft .NET framework, C#, ASP.NET, WebForms and/or ASP.NET MVC



- Strong knowledge of OOD principles and Test-Driven Development
- Current knowledge of Azure and/or AWS architecture and implementation
- Strong understanding of applications architecture processes, design patterns, and standards
- Experience writing and using unit tests to validate development releases
- Experience in Waterfall, Agile, and blended application development methodologies, including Rapid Prototyping and strong knowledge of all phases of system development life cycle required
- Experience deploying third party solutions
- Strong understanding of and experience in systems integration
- Knowledge of electronic billing and payment processes, disciplines and standards is a strong plus

Additional Requirements

- Must be available, if required, on a 24-hour on-call basis
- Some travel may be required

Career Track: Information Technology Management
Job Family: Information Systems Governance & Application Development
Job Level: Executive, Department Head, Multi-disciplinary Teams
Functional: Head of Application Development & Support, Head of Systems Integration, Coordinates Divisional Budgeting & Expense Management and IT Systems Governance

*College or university must be sufficiently accredited and listed in the U.S. Department of Education Accreditation Directory.

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