



With over 140 years of experience, **Heartland Farm Mutual** strives to be the preferred agribusiness and rural insurance specialist. We are courageous. Our team is talented and dedicated, challenging the norm and striving to be better every day.

People come first at Heartland. As a result, our focus is on relationships. It's all about delivering a genuine customer experience. We have a team of solution-oriented problem solvers providing expertise on our home, farm, commercial and auto products. We are currently recruiting for the role of:

### **Information Systems Administrator- Waterloo**

As our ideal candidate you are a dedicated professional who thrives in a busy work environment and remains calm under pressure. You are a team player who easily adapts to change and you apply your problem management skills to methodically and logically solve problems on a timely basis.

#### **Position Responsibilities:**

- Application Support Administrator.
- Support, update and administer the policy management system (IBS).
- Assist with running daily batches and performing month-end procedures.
- Support user environment (desktop) in relation to IBS.
- Monitor IBS tickets in Service Desk and IBS Support queues.
- Support/assist other IT related projects, rollouts, troubleshooting and system updates.
- Assist with running IBS reports, printer platform and the addition/deletion of users in IBS.

#### **Qualifications:**

- Experience in the Property and Casualty Insurance Industry would be an asset.
- Excellent problem solving and troubleshooting capabilities.
- Entry level position, training will be provided for IBS.

#### **We Offer**

- A company that truly values integrity, respect, professionalism, transparency, forward thinking, community and environment.
- Ongoing skills development with subsidies for tuition and professional accreditation.
- A defined Incentive Plan where commitment to excellence is financially rewarded.

If you have the qualifications we are seeking and would thrive in a work environment where you are valued and respected, please apply on the company website:

[www.heartlandfarmmutual.com](http://www.heartlandfarmmutual.com). Accommodations are available on request for candidates taking part in all aspects of the selection process. (Only qualified candidates please. No phone calls. No agencies.)

***A Place Where YOU Can Make a Difference! Proudly Canadian. Mutually Owned.***