



*With over 140 years of experience, **Heartland Farm Mutual** is the preferred agribusiness and rural insurance specialist. Our customer intimacy value proposition drives and influences our strategies and tactics as we strive to understand and anticipate our customer's needs beyond their expectations. We are currently recruiting for the role of:*

### **IS Programmer - Waterloo**

As an IS Programmer in the Information Technology department, you will support the business functions of the organization by applying your demonstrated analytical skills and strong understanding of insurance. The successful candidate will possess creative problem solving skills and a commitment to customer service excellence.

#### **Position Responsibilities:**

- Support any SQL query requests and creation of XML file extracts.
- Work effectively and collaboratively with immediate colleagues, customers (internal and external) and vendor partners.
- Execute testing efforts to ensure implementations and/or changes to business systems meet functional requirements.
- Support for our business technology which includes our policy management system, our portal, and broker connectivity solutions.
- Monitor IBS (Policy Management System) tickets in Service Now and IBS Support queues.

#### **Qualifications:**

- Completion of Post-Secondary education in Technology, Business or Insurance.
- Working knowledge of databases, queries and XML file format.
- Working knowledge of policy administration systems and portals.
- Exposure to P&C business would be considered an asset.
- Proficiency using Microsoft Office tools is required.

#### **We Offer:**

- A stable environment that values integrity, respect, cooperation and teamwork.
- 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, 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.

***Thank you for your interest. No phone calls please. Only those selected for an interview will be contacted. No agencies.***

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

***[www.heartlandfarmmutual.com](http://www.heartlandfarmmutual.com)***