



THE MUTUAL FIRE  
INSURANCE COMPANY  
OF BRITISH COLUMBIA

POSITION DESCRIPTION

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DEPARTMENT:	Information Technology
POSITION TITLE:	Help Desk Coordinator
REPORTS TO:	Vice President Information Technology

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The Mutual Fire Insurance Company of British Columbia is growing their team and is looking for a Help Desk Coordinator. If you are a dedicated professional, outgoing, have a great attitude, outstanding communication skills, and are well organized we are interested in hearing from you.

The Mutual Fire Insurance Company of British Columbia has been in business since 1902 and has a proud heritage of serving our policyholders. We have a full complement of insurance products including Personal, Farm, and Commercial available in British Columbia, Alberta, Saskatchewan, Manitoba and Ontario. Mutual Fire Insurance is a progressive, well managed, growth-oriented insurer owned by our policyholders.

**The Opportunity:**

The Help Desk Coordinator role is our first line of contact for all employee inquiries in-person, by phone, email and chat. Your effective communication skills support you in transitioning between these different avenues of sharing technical information with employees effortlessly. You'll perform technical troubleshooting of software issues – investigating and escalating as needed.

When you're not assisting employees with their day-to-day needs, you'll be proactively sharing your knowledge of best-practice. As an individual who takes initiative, you will be empowered to own your role by creating job-aids and facilitating training sessions for staff when necessary. Your strong organizational skills will help you in prioritizing and coordinating technology projects. You will shine in this role by being able to manage multiple priorities and meet deadlines in a fast-paced, changing environment. You'll work with the technology team on various initiatives.

**Responsibilities:**

- Investigate and resolve production problems.
- Provide end-user services on a timely basis, including help desk and technical support services.
- Work closely with the members of the IT team to prepare estimates of the work effort required to design, develop and implement technical solutions.
- Provide technical solution design, aligned with the organization's systems architecture and documented in detailed technical specifications.
- Identify processing considerations, including system performance and online response time.
- Develop test cases and perform unit testing and integration testing.
- Satisfy user requirements and identify and resolve system issues.
- Liaise with testers and other IT staff as necessary.



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#### Skills & Qualifications:

- Minimum 1 years' experience working within an Information Technology, Insurance Underwriting Assistant or Contact Centre role.
- Excellent attention to detail with a high degree of accuracy.
- Excellent documentation skills.
- Excellent communication, organizational skills, time management and problem-solving abilities.
- Project experience with formal development methodologies and formal change management procedures.
- Experience with unit testing, system testing, test-driven development and tools.
- Ability and willingness to be flexible in working on diverse set of tasks as expected from a small team.
- Experience with Jira an asset.
- Solid understanding of Insurance terminology.
- Experience with project management and business analysis disciplines an asset.

We offer a stimulating work environment that is guaranteed to be challenging, fast paced, and fun!

Please send your resume and salary expectations in confidence to [careers@mutualfirebc.com](mailto:careers@mutualfirebc.com)