

SUPPORT MANAGER – ETL/SQL, HEALTH INSURANCE

Location: Chicagoland Area

Start: ASAP

Experience: Bachelor's degree with **8+ years** of **ETL/SQL Support and Helpdesk** experience

The Company:

We are a mature startup in a prefunding stage that has just finished developing our cloud-based, patent-pending Health Insurance Solutions portal, including a Mobile App. We are in the middle of launching this in a very big way with an expanded team. Magnifact is recruiting highly motivated, hardworking and dynamic professionals who can wear multiple hats, and who possess a DNA for a start-up culture.

Summary:

The hands-on role provides proactive leadership, mentorship, and hands-on guidance to a growing team of support analysts for problem analysis and resolution around our AgentVizion platform for our end-users that include insurance companies, agencies and agents.

Typical Support and support leadership duties involve:

- Analyzing client issues, file formats, business processes, operational cycles, and troubleshooting data and file issues through technical data analysis and referential integrity checks on Insurance company and agent files
- Troubleshooting product issues, ETL scripts, analyzing data files including any integration with other business systems, facing off with the IT department, business analysts, project manager and internal champions.
- Debugging nightly cycles for file uploads that involve a combination of ETL and RPA processes. Reloading data manually from appropriate sources as needed
- Setting up robust helpdesk processes for speedy and effective problem resolution client satisfaction
- Provide login help for AgentVizion users. Respond to requests for technical assistance in person, via phone, electronically. Advise users on appropriate actions
- Create reports of Help Desk activity, including ticket status, turnaround time, trends, etc.
- Troubleshooting AWS issues and access controls including Key management, S3 access
- Document and create knowledge articles as appropriate

Education / Experience:



- Bachelor's degree with 8+ years both ETL and SQL Support experience
- Knowledge of AWS / Security landscape and enabling security audits or process certifications like SOC-2 / ISO 270001 is essential
- Experience in setting up and operating ZenDesk or any problem ticketing system would be a strong advantage
- UiPath RPA skills would present a strong advantage
- Detail-oriented, self-starter with strong communication and organizational skills. The successful candidate will have a proven ability to multi-task and work collaboratively as well as independently in a dynamic and entrepreneurial environment.
- Ability to work as part of a cross-cultural team including flexibility to support multiple time zones when necessary
- Strong Microsoft Office skills including Excel, Word, PowerPoint, Access, and Project

Benefits:

- Excellent health insurance program
- Ability to qualify for Company stock grant
- Fun work environment