



My Job

**SYSTEMS
DEVELOPER**



My Job – Systems Developer

I report to: IT Team Leader

My job is: To deliver the company's purpose & principles by providing IT solutions & developing IT systems. I focus on the development of software solutions utilising the technologies adopted by the company. I deliver software solutions to improve workflow efficiencies and lower the company's IT operational costs.

What I have to do:

'Smiles better people'

- Consult and gather requirements, feedback and ideas from other employees and business partners
- Deliver training to IT team members on new systems that have been developed

'Smiles better solutions'

- Analyse the requirements of the IT Development Programme and design software solutions to interface with the company's IT strategy
- Specify, design, test and implement robust & innovative IT solutions to deliver user-friendly efficiencies
- Provide systems & training documentation on new system developments and software solutions
- Identify and resolve areas for improvement in IT processes and systems
- Run IT development projects, conforming to company specified project management standards

'Smiles better service'

- Manage development level support requests
- Ensure all requests are dealt with in a courteous and professional manner

'Smiles better communication'

- Provide weekly update report to IT Team Leader on project performance and progression
- Communicate with business partners and customers to ensure that project delivery is achieved within target criteria
- Ensure that open dialogue with relevant parties is maintained while specifying and designing solutions

'Smiles better success'

- Deliver IT projects on schedule and within budget



The behaviours I demonstrate are:

- Organisational skills
- Project management skills
- Relevant & regular two way communication
- Ability to prioritise
- Professional interaction with customers
- Team Working

I know I've done a great job if:

- Weekly & Monthly IT project progress is reviewed and development targets are achieved
- The IT Team Leader receives a weekly update report outlining current project progress
- New process solutions deliver an efficiency saving to the company, lowering running costs and ensuring that users can concentrate more on their job roles
- IT developments under my control conform to the IT development programme
- IT projects are delivered on schedule and on budget





Smiles better!

OUR PURPOSE

To be the **Number one** provider of motorcycle insurance by delivering the **best customer experience** at every opportunity.

OUR PRINCIPLES

Smiles Better People

- Attract, develop and retain talent so our people's growth matches the company's.
- Continuous training and mentoring to encourage individual achievement and career progression.

Smiles Better Solutions

- Design and implement innovative insurance solutions to meet the needs of our customer.
- Continuous review and development of business processes and systems to deliver user-friendly efficiencies.

Smiles Better Service

- Treat customers fairly and always act in their best interests.
- Be proactive to customers requirements.

Smiles Better Communication

- Simple, regular and relevant two way communication with MCE people, business partners and customers.

Smiles Better Success

- MCE people to achieve and celebrate our community, customer and financial goals, including those of our business partners.

mce
insurance