

**Oklahoma Farm Bureau & Affiliated Companies
Job Description**

Job Title: Development & Testing Analyst		Department: As Assigned	
Accountable to: Special Projects Manager		Issued: 05/2022	Revised:
Grade Level: 10	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern <input type="checkbox"/> Seasonal	FLSA: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Position Details: <input checked="" type="checkbox"/> Individual Contributor <input type="checkbox"/> Supervisor/Manager (direct reports)

Primary Purpose: Testing policy administration platform workflows, task logic, correspondence, output, rating, content, and all other associated functionality. Monitor production output from policy administration platform. Report findings of testing and monitoring to department management and programming management in Information Services department.

Essential Duties and Responsibilities include the following. Other associated duties may be assigned.

1. Enters diverse hypothetical data into test environments on Guidewire InsuranceNow platform.
2. Accesses and utilizes model data copied from production data in many test scenarios.
3. Tests full range of transaction scenarios with test data and records results.
4. Tests full range of policy output generating activities and reviews the output and records results.
5. Processes full range of correspondence documents and reviews and records the results.
6. Tests full range of tasks and worklist items and reviews and records the results.
7. Tests full range of third-party data report generating activity and records results.
8. Creates full range of file attachments and associated logic and reviews and records the results.
9. Tests all associated functions in the system platform, as needed, and records results. Functions tested may include policy form, booklet, and/or endorsement attachment logic, and content thereof, premium rates and charges for applicable scenarios, billing plans, amounts, timing, and invoice production, and claims scenarios.
10. Uses blueprints, spreadsheets, or other documentation which, detail the intended logic and content, to compare the test results with. Make determinations if the platform is performing as intended. Report results in acceptable format to designated personnel.
11. Use analytical and problem-solving skills for resolving bugs or recommending enhancements, with the goal of improving the overall user interface efficiency and productivity of the platform.
12. Spot check live production output to be proactively searching for and reporting production errors, and subsequently testing the fixes thereof, and reduce the potential scope of errors in policy output from reaching our customers.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

1. Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.

2. Design - Demonstrates attention to detail.
3. Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully. Technical Skills - Pursues training and development opportunities; Strives to continuously build knowledge and skills. Interpersonal Skills - Maintains confidentiality; Listens to others without interrupting.
4. Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification.
5. Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
6. Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
7. Ethics - Treats people with respect; Works with integrity and ethically.
8. Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.
9. Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
10. Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.
11. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position.
12. Quality - Looks for ways to improve and promote quality; Monitors own work to ensure quality.
13. Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly. Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent.
14. Dependability - Follows instructions, responds to management direction; Commits to long hours of work when necessary to reach goals.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School diploma is required; Bachelor's degree from a four-year college or university is preferred. One year experience of underwriting or policy service in the Guidewire InsuranceNow platform is required; two years or more experience is preferred. Certificate in General Insurance from Insurance Institutes is preferred.

Skills and Knowledge

- **Language Skills**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

- **Mathematical Skills**

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- **Computer Skills**

- To perform this job successfully, an individual should have extensive knowledge of computers and computer systems.

- **Other Skills and Abilities**

- Must be detail oriented and have excellent communication skills.
- Must have the ability to work with people and solve problems.
- Typing/10-key skills required.

- **Other Qualifications**

- Worker is expected to maintain regular attendance.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand and walk. Specific vision abilities required by this job include close vision and distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The worker is regularly in a typical office environment and is not subject to adverse environmental conditions. The noise level in the work environment is usually moderate.