

Insurance Systems Support (ISS)

Who We Are

Axiom Mutual Insurance Company is a proud leader in the Ontario Mutual Insurance industry. As a Mutual insurer, we are Member-owned and pride ourselves on serving our Members with customer service that is second to none. We believe in providing our Members with peace of mind – properly insured.

Opportunity

We are searching for a technical professional who will be involved in all areas of insurance operations providing administrative, technical, and operational support for the organization's insurance systems and sales platforms.

The ISS would act as a key link between business users, members of the sales teams, and internal systems by maintaining system accuracy, assisting with user requests, and supporting the objectives and projects of the Information Systems Department.

What You Will Be Doing

- ▲ Support daily operations of core insurance systems (Applied Epic, Applied Rating Services, Daily Download).
- ▲ Assist with system configuration, data entry, updates, and maintenance under established procedures.
- ▲ Provide operational support for the setup and maintenance of sales workflows, templates, and system records, as well as documenting business processes and SOPs.
- ▲ Respond to internal inquiries related to system usage and basic troubleshooting in Epic
- ▲ Support data collection and analysis efforts by Lead Analyst to inform decision-making and project planning.
- ▲ Monitor tickets and triage incoming support requests for Applied, Epic & Download.

Candidate Profile

- ▲ College/University diploma or equivalent
- ▲ Working knowledge and experience using P&C insurer operating platforms, specifically Applied EPIC; candidates with Applied EPIC experience will be preferred

Trust

Passion

Community

Agility

- ▶ Customer service and analytical experience is an asset
- ▶ Technical experience is an asset
- ▶ Chartered Insurance Professional (CIP) and Canadian Risk Management (CRM) Designations or in progress, an asset
- ▶ Willingness to learn and take initiative is an asset.

Compensation

The expected base salary range for this position is \$45,000 to \$60,000.

At Axiom Mutual we are committed to pay equity. The actual salary will be determined based on factors including, but not limited to, market conditions, relevant experience, job related knowledge, skills, abilities, qualifications and education.

What We Offer



Performance
Based
Compensation



Career Growth



Affordable
Communities



Paid Training
Opportunities



Pensions &
Benefits

Axiom Mutual Insurance Company is an inclusive employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We encourage applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the recruitment and selection process. We encourage candidates to make their accommodation needs known so we can provide equitable opportunities.

In compliance with Ontario Employment Standards, Axiom Mutual may use AI in its hiring processes.

How to Apply

Interested candidates are encouraged to submit their resume and cover letter detailing their unique qualifications and experience to careers@axiommutual.ca.

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