

EPIC PROJECT MANAGER



LOCATIONS: TORONTO & EDMONTON

REPORTING TO: EPIC MANAGER

POSITION OVERVIEW:

Navacord is looking for two EPIC Project Managers who will be responsible for the successful implementation of our broker management system, EPIC, to our broker partners across the country.

The project managers, under the direction of the Epic Manager, will work with Navacord broker partners to onboard them to the Epic broker management system. Working within the project scope they will identify potential issues and provide resolution, communicate on progress throughout the project term, follow timelines and budget as set out in the project and ensure a smooth transition from current Broker Management Systems or financial programs.

KEY RESPONSIBILITIES:

- Develop a detailed template and project plan to track progress
- Report and escalate software transition issues to the Epic Manager and project team
- Create and maintain comprehensive project documentation
- Work in partnership with our Database Specialist to ensure partner specific documentation is created and available in the Epic program
- Manage end user relationships throughout the project lifecycle
- Manage and/or provide training including providing access and direction to Applied University
- Deliver high quality project work that satisfies the project's business case and meets end users expectations
- Managing Epic process and workflow decisions to maintain consistency throughout our partner channels
- Assist with Epic configuration, troubleshoot and provide resolution of software issues in a timely manner
- Provide post implementation support including Epic optimization

This Position Includes:

- Travel required within Canada
- Competitive compensation package including:
- Fair market annual compensation
- Competitive benefit package
- Professional development paid at 100%
- Flexible and rewarding work environment

REQUIREMENTS:

- Minimum 2 years of Applied Systems, Epic broker management system experience
- Minimum 2 years of insurance experience in a brokerage setting
- Preferred project management experience in software application implementation across the full project life cycle in an insurance broker environment
- Excellent knowledge of MS Office Suite (Word, Excel, Outlook, PowerPoint)
- Excellent communication, interpersonal skills, and strong presentation skills
- Able to work within timelines and meet project deadlines
- Must be able to identify, assess and resolve complex software related issues and facilitate issue resolution and risk mitigation
- Able to work with end users, understand their needs and translate those needs to final project deliverables
- Willing to travel to other Navacord offices across Canada as required

We are committed to providing accommodation upon request for applicants and employees with disabilities. If you require accommodation, we will work with you to meet your needs.