



ASSISTANT DIRECTOR OF TECHNOLOGY OPERATIONS

The primary goals of this position are to advance strategic operations initiatives and provide support and maintenance of WSIA's technical infrastructure. This team member will advance strategic operations by leading the modernization of technical systems, collaborating with staff to improve efficiency of business operations, and serving as the lead conservator for all WSIA member data. In addition to leading strategic operations initiatives, the manager will be responsible for technical responsibilities including (1) maintenance and troubleshooting for all desktops, laptops, tablets and cell phones; (2) overseeing installation and maintenance of WSIA network and internet access, connectivity, and functionality; (3) supporting, maintaining and testing the WSIA backup and disaster recovery configurations; (4) serving as staff liaison with Insurtech Committee; and (5) traveling to and providing on-site support for WSIA events. Candidates for this position must be in the Kansas City area or willing to relocate.

The specific responsibilities and requirements include the following:

WSIA ENTERPRISE TECHNICAL INFRASTRUCTURE AND PERIPHERAL DEVICE SUPPORT:

- Maintenance of all desktops, laptops, tablets and cell phones:
 - Keep track of all devices and software licenses.
 - Recommend upgrades, renewals and/or replacement of devices and software.
 - Implement solutions to maintain or upgrade WSIA devices and software.
 - Ensure all virus/malware tests are run periodically on all WSIA devices and any issues addressed, as needed.
 - Ensure daily backups are completed for WSIA systems.
- Handle all hardware service requests.
- Administer maintenance and upgrades, and establish documentation for disaster recovery procedures, for all WSIA technology systems including:
 - Member management system.
 - Backup power and internet supply.
 - On-site and cloud-based data backups and servers and related functionality.
 - Security of all operations, association and membership data.

MANAGEMENT OF ALL WSIA THIRD-PARTY SOFTWARE TOOLS AND RELATIONSHIPS

- Support and maintain third-party software packages for WSIA including but not limited to:
 - Office 365, including account setup and maintenance, troubleshooting and problem solving.
 - Adobe tools including Adobe Creative Suite.
- Maintain member management system and work with third party vendors to develop reports utilizing system data for WSIA staff.
 - Evaluate fit of existing membership database for WSIA purposes; lead evaluation of alternative solutions for membership database and integration of website hosting, event registration, accounting and email systems.
- Primary ownership of association's PCI Compliance, including establishing internal procedures supporting the ability to meet compliance requirements.

WSIA WEBSITE, PHONE SYSTEM AND PRINTERS

- Primary technical support for WSIA website and member portal:
 - Serve as primary support for the Website and Member Portal.
 - Work with contracted third party to resolve issues, when necessary.
 - Lead project plans involving internal staff and/or third parties regarding website and member enhancements.
- Provide primary support for WSIA Phone System, UnivergeBlue.
- Provide primary onsite support for printer/fax/copiers.
- Provide primary support for WSIA Internet Access.

WSIA MEMBERSHIP SUPPORT

- Insurtech Committee
 - Secondary support for monthly committee meetings
 - Secondary support in content development and delivery for Insurtech Conference, including:
 - Managing the call for presenters
 - Leading administration and communication with all presenters/panelists
 - Coordinating all panels and collection of presentation materials to ensure quality content
- Travel to and support WSIA onsite meetings/events, minimally Underwriting Summit, Annual Marketplace, Insurtech Conference and Committee Day.
 - Responsible for technical support for pre-meeting badge printing, managing on-site attendee registration, setting and troubleshooting all on-site technology needs including office computer(s), printers and badge printers

SUPPORT TO THE WSIA TEAM

- Provide project management support on technology projects as assigned by the WSIA Leadership Team
 - Lead initiatives related to technology solutions by identifying options, researching features/functions, presenting options to staff for consideration and leading project implementation.
 - Provide research and administrative support for budget preparation.

EDUCATION AND/OR EXPERIENCE

Bachelor's degree (B.A.) from four-year college or university; and seven-ten years related experience; or equivalent combination of education & work experience, including demonstrated ability to manage technology projects from research through implementation.

OTHER SKILLS AND ABILITIES

- Delivers superior support to WSIA staff and customer service to WSIA membership;
- Willingness to travel to a minimum of four WSIA events per year, as necessary;
- Proficient with Microsoft Office Windows and Microsoft Office (Word, Outlook Excel and PowerPoint);
- Ability to lift 25 pounds when packing/moving materials associated with WSIA activities;
- Experience with web content systems;
- Technical and project management skills that will enable creation of a complete and detailed project plan;
- Knowledge of enterprise-wide backup solutions;
- Able to learn from technical documentation or manuals;
- Maintains confidentiality of private information. Protects and maintains the security of all confidential data to which this position has access. Immediately reports any misuse of this information to the Director of Government Relations.

ABOUT WSIA

The Wholesale & Specialty Insurance Association (WSIA) is a world-class member service organization representing the entirety of the wholesale, specialty and surplus lines industry. The Wholesale & Specialty Insurance Association was formed in 2017 through the merger of the American Association of Managing General Agents (AAMGA) and the National Association of Professional Surplus Lines Offices (NAPSLO).

WSIA members strive to build profitable business relationships in the wholesale, specialty and surplus lines insurance industry. WSIA is dedicated to developing and strengthening the industry and provides members unparalleled:

- Networking
- Education
- Talent recruitment and development initiatives
- Regulatory and legislative advocacy
- Promotion of wholesale value

WSIA's membership consists of approximately 700 member firms, including U.S. Wholesale, U.S. Insurance Market, Associate and Service members, representing tens of thousands of individual brokers, insurance company professionals, underwriters and other insurance professionals worldwide conducting business in the U.S. surplus lines market.

WSIA members of all shapes and sizes gain a competitive advantage in the marketplace through active participation in the only association dedicated specifically to the wholesale, specialty and surplus lines insurance industry.

HOW TO APPLY

[Apply via LinkedIn here.](#)