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# Example of Senior Support Associate Job Description

Our company is growing rapidly and is looking to fill the role of senior support associate. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for senior support associate

* Act as a liaison with reinsurers through phone calls and emails to obtain following lines on a placement and respond to routine questions in conjunction with broking team
* Research financial statements, product lines, geographic exposures, and current reinsurance program information using available resources as required in conjunction with broking team
* Coordinate the research, processing and resolution of difficult and complex client issues (i.e., accounting, claims, LOC, and contract wordings) including follow up and final resolution and provide information to brokers, as necessary
* Production and development Linux environment setup, configuration and management
* Work within the full systems lifecycle, including tasks which go beyond basic setup, including tuning, performance optimization, and advanced troubleshooting of system health issues
* Design and implement version control system
* Install, configure and manage Hadoop cluster, relational databases and non relational databases
* Research and experiment with Linux based open source solutions and architectures
* Work closely with software engineers, data scientist and domain consultants to understand client needs and expectations, then engineer and implement them
* Well organized, detailed oriented and efficient

## Qualifications for senior support associate

* Strong customer relationship management, analytical and judgment skills
* Proficient with Microsoft Office Suite applications including Word, Visio, Excel, PowerPoint, Outlook and Access
* A positive attitude and willingness to work as a member of a close team
* Experienced knowledge of group annuity contracts and the ability to interpret provisions and perform related mathematical calculations
* Ability to take the lead on specific projects as applicable
* Previous experience in space/data management at a tactical level, interior office renovations, and using AutoCAD in a planning capacity