# Workflow Coordinator

AIG Wilton Business Partners is looking for a Workflow Coordinator who is interested in coordinating process improvement initiatives and the utilization of Appian's Business Process Management (BPM) software technology. As a Workflow Coordinator you will work directly with workflow designers throughout the entire life-cycle of workflow applications to coordinate training, workflow application implementation, user access, user certification, and with other Appian environments in AIG regarding license monitoring.

**Responsibilities**

* Be the Workflow Coordinator in the Workflow Core Competencies team.
* Work with Workflow Designers within AIG Investments, Treasury and Risk Operations & Systems and their stakeholders to make sure they have received the required training in Appian and have all the standard documentation.
* Work with Head of Workflow Core Competencies team to make sure that the billings from Appian for licenses, consulting, training and maintenance is proper before sending it on to the vendor management team for payment.
* Monitor the Activity Workflow and coordinate with the administrators of the other Appian environments in AIG to ensure that the utilization of licenses is done in an efficient manner.
* Work with Appian to schedule training classes.
* Create standard documentation and user manuals for the Workflow Core Competencies team, workflow designers, all other users, auditors, as needed.
* Coordinate the efforts of the various users responsible for the implementation of the workflow application
* Arrange Lunch & Learn sessions for new workflow applications put into production and for on-going training updates to workflow designers.
* Track the status of workflow applications and help facilitate their progress from the idea through implementation to production rollout
* Assist business in identifying process opportunities and maximizing improvement areas that could be targeted with Appian's software.
* Work with the Head of the Workflow Core Competencies team to establish and manage performance metrics to measure program success.

**Required Experience & Skills**

* 3+ years of experience in financial or IT environment
* Experience in a business process analysis role
* Experience with functional and technical aspects of software implementations
* Strong business and technical writing skills and standard documentation/user manual preparation skills
* Strong communication skills – oral, presentation and written
* Strong analytical and team-based problem solving skills
* Ability to multi-task to support multiple responsibilities, processes, and priorities.
* Project management capabilities
* Ability to interface with team members of different backgrounds (IT and business) and at different levels

**Experience or working knowledge in each of the following technologies:**

* Microsoft suite of applications –including Excel, Word, PowerPoint, Visio and SharePoint
* Appian or BPM software experience is a plus

**Education**

* A minimum of a BS degree