



SOMPO INTERNATIONAL

Sompo International is the trade name for the global specialty property and casualty insurance and reinsurance operations of Sompo Holdings, Inc. ("Sompo"), established in March 2017 as the result of Sompo's acquisition of Endurance Specialty Holdings Ltd.

Sompo is a financial services holding company organized under the laws of Japan whose shares are listed and posted for trading on the Tokyo Stock Exchange. Sompo, through various operating subsidiaries, is one of the top three insurers in Japan and is engaged in the provision of insurance services as well as other related services through its global network of businesses operating in 32 countries around the world.

Sompo International is the international operation of Sompo and, through its operating subsidiaries, writes agriculture, casualty and other specialty, professional lines, property, marine/energy and aviation lines of insurance and catastrophe, property, casualty, professional lines and specialty lines of reinsurance.

As a leading global provider of insurance and reinsurance, we recognize that our success is derived directly from those whose contributions matter most: our people. Sompo International's headquarters is in Bermuda and we currently have offices in the United States, the United Kingdom, Continental Europe, and Asia. A shared commitment to integrity, accountability, collaboration and agility define our culture, and we strive to create exceptional value for our clients and shareholders and maintain Sompo International as a desirable place to work.

We are seeking an **End Point Systems Engineering Manager** responsible for the support of our End User Computing environment to manage our End Point Systems Engineering Team based out of our **Purchase, NY** office.

Main areas of responsibility:

- Provide technical leadership with expert knowledge of Act as an escalation point for the Client Support Services Team and anything related to End User Computing environment, focusing on our Endpoint Security Protection, and application management.
- Develop automated solutions for deploying software packages, application patches/updates and workstation images.
- Monitor and support our Citrix Environment and escalate issues to the appropriate team member.
- Engineer and support multiple Windows desktop images.
- Manage the entire lifecycle of our global standard desktop and laptop models.
- Maintain desktop images and modify SCCM task sequences as needed.
- Maintain Virtual Machine Environment using vSphere.
- Monitor and maintain the health of our Citrix XenApp environment.
- Monitor and address alerts from desktops using CyberArk.
- Provide level 3 support for escalated end user issues.
- Manage Microsoft and 3rd party patch deployments.
- Package, test and deploy new applications as needed.
- Provide technical leadership and assistance on key projects (Mergers & Acquisitions) that significantly impact the team and our End User Computing environment.
- Maintain and expand existing Knowledge Base.
- Create new and maintain existing support documents to Maintain high standards in quality in the delivery of End User Computing services.



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- Must be able to work independently on assignments while maintaining monthly progress reports.
- Must be able to be available off hours to provide remote support for emergencies and/or testing

Qualifications, Skills and Experience:

- Must have 8+ years of desktop support experience in an enterprise environment.
- Must have 5+ experience with Windows 7/10, Active Directory Structure, and Managing Group Policies.
- Must have 5+ years' experience developing and testing software packages using Install shield or equivalent.
- Expert with SCCM administration, Citrix XenApp, Patch Management, Imaging, Scripting, MSI, Packaging & Automation.
- Expert End Point Protection Engineering.
- Expert with Citrix Xenapp 7.X Administration, full disk encryption software, automation and scripting (PowerShell, VBScript, batch, etc.).
- Expert with administering and deploying software using SCCM in a global environment, developing and maintaining workstation images using SCCM.
- Expert in patch management including bios and firmware updates, service pack upgrades, and application-based updates.
- Basic Database Administration experience, particularly in SQL Server.
- Excellent interpersonal, written and verbal communication skills.

Preferred Qualifications:

- Experience with Virtual Desktop Infrastructures (WVD, XenDesktop or Hyper-V)
- Azure Configuration and Management
- Microsoft MSCE / MCITP certification
- MAC experience
- Experience with Sophos EPP, SafeGuard, Bitlocker, Software Vulnerability manager, or CyberArk

Sompo International offers a competitive compensation and benefits package commensurate with experience. For consideration; please e-mail your resume along with salary history/requirements to: abenincaso@sompo-intl.com.

**Sompo International is an equal opportunity employer committed to a diverse workforce.
M/F/D/V**

Visit our website at www.sompo-intl.com