Service Desk Manager

Sompo International Holdings Ltd. (Sompo International) is a global specialty provider of property and casualty insurance and reinsurance. Sompo International companies are wholly owned subsidiaries of Sompo Holdings, Inc., whose core business encompasses one of the largest property and casualty insurance groups in the Japanese domestic market.

Through our operating subsidiaries, Sompo International underwrites agriculture, professional lines, property, aviation, marine and energy, financial and political risks and casualty and other specialty and catastrophe lines of insurance and reinsurance. Headquartered in Bermuda, we currently also have offices in the United States, the United Kingdom, Continental Europe, Latin America, the Middle East and Asia.

Sompo International is a company driven by its core values, a carrier that holds promise, trust and the commitment to protect at the center of everything we do. We recognize that our success is derived directly from those who matter most: our people. Our culture is defined by a commitment to integrity, teamwork, agility, execution, and excellence; 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 a Service Desk Manager to join our End User Support Services (EUSS) team in our London, UK office. This manager would report to our Global Service Desk Manager.

Responsibilities include:

- Oversee 100% of the service requests, incidents and problems submitted to the service desk for EMEA/APAC region. Attend regular daily/weekly meetings for operations support.
- Manage and coordinates urgent and complicated support issues. Act as escalation point for all requests and incidents.
- Manage major incidents or problems according to standard processes as developed by our Global EUSS Manager, and his/her peers. Facilitate communications and ensure that process is followed, and users notified throughout any Major Incident.
- Assist in determination of root cause of issues and communicate appropriately to internal and external customers.
- Manage, Train, Coach and Mentor EMEA/APAC Service Desk (Tier 1 & 2) team including career development. Build/obtain training material for support staff. As needed, schedule employees working times and provide backup support. Allocate resources across projects and services. Enforces adherence to all IT-wide and service desk specific policies, procedures, processes and ensure that service levels are achieved.
- Manage tickets to IT Service Level Agreement (SLA). Analyse Service Desk team tickets on a regular basis to ensure performance within SLAs.
- Develop close working relationship with Production Manager and Production Management group and support required initiatives.
- Establish strong working partnerships with internal (Information Technology Department) and external (i.e., SI Facilities team, Executive & Senior Business Leaders, IT Vendors) customers throughout the EMEA/APAC region.
- Liaise with SI regional office managers and visit offices within region to build/maintain business relationships, train staff, oversee IT activities to ensure customer satisfaction.
- Coordinate, or assign a qualified resource to assist with project activities including Facilities Expansions and New Offices.

- Manage and maintain EMEA/APAC IT equipment inventory to ensure our ability to provide necessary equipment (Workstations, Docking Stations, Monitors, Mobile Devices, etc.) to new hires, as well as break/fix needs.
- Build and grow IT Equipment Vendor relationships for the procurement of necessary IT equipment mentioned above, and including IT closet equipment such as UPS's, PDU's, and environmental monitoring equipment.
- Work with IT Asset management team for procurement of all IT Hardware & Software needs.

Desired Skills & Experience:

Minimum Qualifications:

- 5-8 years' experience in a Service Desk environment
- 1-3 years' experience as a Service Desk Senior or Lead
- Exhibits exemplary customer service practices
- Excellent written & verbal communication skills
- Capable of working in a fast-paced environment
- Ability to diagnose complex application/software/hardware problems
- Ability to quickly identify significant impact incidents and invoke our standard Major Incident Management Process to minimize business impact.
- Expert Knowledge of Windows, Microsoft Office 365, and productivity tools
- Strong knowledge of Active Directory, Group Policy Orchestrator, Office 365, Microsoft Exchange, and email functionality
- Proficient in IP telephony concepts and technologies
- Strong knowledge of VPN, remote connectivity solutions, video conference services and Mobile Devices

Education:

- Bachelor's degree in Computer Science or related field (preferred)
- Comp TIA A+ Certification or Associate Degree (computer-related)
- Microsoft Certified IT Professional (MCITP)

Sompo International offers a competitive compensation and benefits package commensurate with experience.

Sompo International is an equal opportunity employer committed to a diverse workforce.

Visit our website at www.sompo-intl.com