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 IT Operations Manager to join our IT team, in our **Florham Park, NJ, NYC, Purchase, NY or Conshohocken, PA** locations.

The selected candidate will report to the SVP IT Service Management and have responsibility for the daily and operational management of the IT Infrastructure Operations Group. The ideal candidate will have extensive knowledge within at least one major stack of Infrastructure, and a working knowledge of the other two stacks. (Network Operations, Datacenter Operations, Database Operations), providing production support for Infrastructure. A solid understanding of IT hardware, customer support, operations support, process driven mindset, detail-oriented and very organized, intermediate excel skills, critical thinking proficiency and strong communication skills.

Responsibilities:

- 24x7x365 Infrastructure Monitoring
  - 3 stacks (DC Ops, NW Ops, DB Ops)
  - Offshore Tier 1 eyes on glass team
  - Monitoring Tools
- Operations & Production Support
  - Alerts & Health checks
  - Tier 1 & 2 Issue Triage
  - Tier 1 & 2 Tasks

- o   Proper escalation to Engineering
- Manage team of support staff
    - o   On shore (U.S.) team leads, each of 3 stacks
    - o   2 – 3 technicians, Tier 1 & 2, for each of 3 stacks
    - o   Follow the sun support
- Process Management
    - o   Assist in defining procedures for standard support
    - o   Develop & maintain evergreen process for all processes
    - o   Work with IT Production Manager to maintain ticketing process
- Knowledge Base Management (KB's)
    - o   Review all current KB's
    - o   Clear out old KB's & Update the remainder
    - o   Test each KB, confirm they are accurate
    - o   Enter to standard SI IT SOP format
    - o   Load to ITSM knowledge base
    - o   Develop master KB inventory & evergreen process
- Team Leadership
    - o   Manage & Run all weekly & monthly operations meetings
    - o   Created & Maintain operations meeting format
    - o   Build & Maintain skills library for all staff
    - o   Determine skillsets needed & adjust staff
    - o   Obtain training for staff as necessary, staff must stay current on technology
    - o   Collaborate with Engineering teams
    - o   Collaborate with Global End User Support teams
- Reporting and Administration Management
    - o   Become proficient in ITSM reporting tool
    - o   Review tickets daily, they must not age
    - o   Operational reporting & metrics
    - o   Continue to enhance process & shift responsibilities left

Desired Skills & Experience:

- 10 plus years of experience in Infrastructure
- Direct management or Team lead experience
- SME in at least one of the 3 stacks
- Hands on Network and/or Data Center engineer
- Exceptional Organization and Communication Skills
- Able to manage a global and diverse technical team, tiers 1 - 2
- Critical thinking and Detail Orientation are very important

Education:

- Bachelor's Degree or equivalent: Computer Engineering or Science

SOMPO INTERNATIONAL

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

Visit our website at https://www.sompo-intl.com/

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