



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 a **Service Desk Analyst** to join our Service Desk team in our Bermuda office.

Main areas of responsibility:

Provides second line of support and problem resolution for technology products, services and applications.

- Work Incident and Service Request tickets via our ITSM (IT Service Management) tool, Fresh Service
- Analyze moderate to complex inquiries and take action to resolve or determine appropriate technical area or vendor to resolve problems; coordinate with other IT areas to resolve problems if necessary
- Perform effective triaging and root cause analysis; document and update relevant teams ensuring permanent resolution. Track and monitor the problem to ensure a timely resolution
- Create and maintain technical troubleshooting documentation
- Possess strong working knowledge of how current systems and services are utilized and supported by technology
- Lead or participate in small projects to deploy new products. Assist project team in the support and deployment of new products and services
- Provide 2nd level support in troubleshooting desktop peripherals in the environment (mobile phones, peripherals, etc.)
- Process requests such as new user provisioning, video conference setup, support, and other requests



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Qualifications, Skills and Experience:

- 2+ years experience as a service desk analyst, providing desk side support for tier II and III technical issues
- Strong Microsoft Office and standard productivity tools
- Strong knowledge of Windows
- Strong hardware troubleshooting skills
- Proficient with Active Directory
- Proficient with Microsoft Exchange/Office 365 and email functionality
- Knowledge of video conference solutions and basic functionality
- Understanding of telephony concepts and technologies
- Understanding of VPN and remote connectivity solutions
- Proficient with mobile device and mobile device management tools.
- Strong customer service
- Strong oral communication skills
- Ability to work in a fast-paced environment
- Ability to diagnose application software and hardware problems remotely
- Ability to recognize priority issues and escalate accordingly
- Ability to translate technical terms into non-technical language

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