

Service Desk Analyst - Zurich

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.

Main areas of responsibility:

Provide second line of support for tickets routed from the ITSM tool or level one (Global Helpdesk) to resolve problems for Information Technology products, services and applications.

- Monitor and manage tickets, Resolving Incidents and Fulfilling Service Requests
- Analyze moderate to complex issues and take action to resolve, or route tickets to other IT resolver teams when necessary
- Build: Pre-stage, Image and Install PC's (Desktops and Laptops) and related hardware and software
- Troubleshoot and resolve end user hardware & software problems
- Provide expert level support in troubleshooting desktop peripherals in the environment (mobile devices (iPhones/Androids, peripherals, etc.)
- Process requests i.e. user provisioning, video conference setup, support, and other requests
- Provide support to clients on software and hardware platforms
- Provide support to facilitate/moderate, with host/schedulers, Webex Events
- Interface with vendors for service of PCs and related hardware
- Escalate complex issues as defined in standard operating procedures

Minimum Qualifications:

- Experience in a Service Desk Analyst role
- Experience with MS Windows 10, Office 365
- Active Directory & Microsoft Exchange/Outlook
- Experience with Anti-virus software, (esp. CrowdStrike)
- Knowledge of build technologies such as SCCM, Nomad and Altiris
- Understanding of packaging languages such as Install Shield and Wise Packaging Tools
- Mobile device management & support using Microsoft InTune (iPhone, Android, etc)
- Remote access technologies (Citrix, VPN, Azure Virtual Desktop)
- Strong written & oral communication skills
- Strong customer service skills



Preferred Qualifications:

- Knowledge of enterprise workstation (Desktop & Laptop) technologies
- Experience with on-boarding, off-boarding; Installs/Moves/Adds/Changes
- Webex Experience

Education:

- Relevant degree or certification(s) preferred or equivalent experience

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

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

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