



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 **Systems Engineer** to join the Information Technology team in our **Purchase, NY, Florham Park, NJ, or Conshohocken, PA** locations.

This individual will provide technical leadership, hands-on implementation, on-going day to day support across Datacenter operations and vendor management This role will also be responsible for developing, maintaining, supporting, and optimizing key functional areas; particularly Windows server operations, monitoring, virtualization, and cloud-based technologies.

Main areas of responsibility:

- Provide support for Endurance's global data center environment which includes Windows server technologies, VMware, VEEAM and general server/datacenter maintenance
- Hands on experience with VMware vSphere 6.x - able to act as 3rd tier support for escalated issues. VCP-DCV 6.0/6.5 or later preferred.
- Hands on experience with Veeam Backup and Replication preferred.
- Strong experience in Microsoft Windows, including Active Directory, DFS, PowerShell and Azure public cloud administration. Microsoft certifications preferred.
- Strong experience in Microsoft Exchange 2010 or later and Office 365. Must be able to act as 3rd tier support for messaging related escalated issues.
- Strong experience with leading Infrastructure projects as a technical resource, including the ability to oversee planning of resources and develop detailed execution plans for both project and operational work.
- Provide immediate 3rd level server support for problems escalated by Datacenter Operations



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- Team, Service Desk, App/Dev, or business users.
- Provide general server support and maintenance; implement patching and proactive maintenance plans; develop best practice maintenance plans
 - Proactively review monitoring systems, take action on alerts, and review/revise thresholds/alerts to ensure infrastructure stability
 - Perform thorough root cause analysis, best practice troubleshooting techniques and processes, and procedures as defined by hardware/software vendors and personal experience
 - Proactively support, maintain, create and update associated build and standard operating procedure documentation. Plan and implement necessary updates as required for support relevance.
 - Identify, document, publish and uphold systems policies, standards, procedures, checklists, agreements, diagrams, inventory, etc.
 - Identify, plan and lead projects and tasks necessary to assess, optimize, proactively manage, and maintain enterprise and client systems and infrastructure
 - Ensure all support requests, projects and other tasks are reviewed, prioritized, addressed and completed in a timely and proficient manner
 - Identify, document, publish and uphold systems policies, standards, procedures, checklists, agreements, diagrams, inventory, etc.
 - Availability to work evenings and weekends as required to support maintenance and project activities

Minimum Qualifications:

- 7+ years of equivalent work experience
- 5+ years of infrastructure support experience and operational excellence
- VMware, Windows Server, SAN (NetApp, HP Nimble) Infrastructure experience is required
- Excellent technical skills including, however, not limited to, Microsoft Operating systems server 2008-2019, Powershell, Exchange 2010-2013, Office 365, Active Directory, VEEAM, SCOM 2012-2019, Networking (both LAN and WAN), DNS, DHCP, Experience working with HP Server and Blade class machines
- Insurance/Reinsurance Industry experience and knowledge with an understanding of the terminology, business functions and processes
- Excellent listening and questioning skills combined with the ability to interact confidently with clients to establish what the problem is and explain the solution
- Hands-on experience in troubleshooting and problem management
- Customer focused with an attention to detail
- Seeks to expand knowledge and experience and is committed to continuous learning

Preferred Qualifications:

- Technical Certifications (Microsoft, Cisco, NetApp and VMware) are preferred

Education:

- Bachelor's Degree in Computer Science or related field preferred



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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