



## SOMPO INTERNATIONAL

Sompo International Holdings Ltd. (Sompo International) is a specialty provider of property and casualty insurance and reinsurance, established in March 2017 as the result of the acquisition of Endurance Specialty Holdings Ltd. by Sompo Holdings Ltd. (Sompo).

Sompo's core business encompasses one of the largest property and casualty insurance groups in the Japanese domestic market. In addition, Sompo 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 and a wholly owned subsidiary of Sompo, which trades on the Tokyo Stock Exchange. Through our operating subsidiaries, Sompo International underwrites agriculture, professional lines, property, marine and energy, and casualty and other specialty lines of insurance and catastrophe, property, casualty, professional lines, weather risk and specialty lines of reinsurance.

As a leading global provider of insurance and reinsurance, we recognize that our success is derived directly from those who 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. At Sompo International, a shared commitment to integrity, teamwork, agility, execution, and excellence 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 **AVP, Global IT Service Desk** to join our **Information Technology** team in our **Charlotte, NC** office.

### **Main areas of responsibility:**

The AVP, Global IT Service Desk will have responsibility for the daily and operational management of the Global Service Desk and End User Computing functions. Responsibilities include:

- Manage the daily operational activities for the global service desk. This includes incident, problem and service request management for the following:
  - All Desktop and Laptop devices
  - Business applications: Tier 1 – 2
  - Software applications: Tier 1 – 3
  - Printing services
  - Video Conferencing
  - Cisco desk phones
  - MIM: Major Incident Management
  - SLA Management
  - Infrastructure Services: Tier 1 – 2
  - All IT Projects and Services
- Provide direct oversight of the 24x7x365 outsourced call center providing tier 1 – 2 support including:
  - Vendor management
  - Knowledge Base oversight
  - Lead weekly operations team meetings
  - Manage MIM process
- Manage team of onsite service desk tier 2 and 3 support. This includes management of onsite service desk analysts and dispatch services providing desk-side end user support



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in all locations. Ensure adherence to SLAs, operations processes and standards. Perform personnel management and vendor management.

- Manage mobile device management (MDM) and video conferencing (VC) services and vendors. Ensure adherence to commitments and SLAs and provide coordination between IT and the vendors.
- Manage global End User Computing function. This group is responsible for management of all end user devices, images, desktop software and security, and remote access.
- Develop and implement operational and strategic improvements to the service desk and end user computing to improve services, reduce ticket aging and control costs.
- Perform administrative and metrics reporting function including:
  - SLA reporting
  - SD metrics
  - MDM metrics
  - VC metrics
  - EUC metrics

### **Qualifications, Skills and Experience:**

The ideal candidate will have extensive experience in a customer service based environment, specifically managing the service desk from an operational and executive level. The candidate will also have strong knowledge within IT infrastructure, not only to support and manage the End User Environment but also the IT Client Services group is the primary workforce supporting Infrastructure initiatives. Licensing, an understanding of IT Hardware, vendor management, a detail-oriented mindset, intermediate excel skills, critical thinking proficiency and strong communication skills are also required.

- Bachelor's Degree or equivalent
- 15 plus years of experience in Service Desk and Infrastructure
- 5+ years direct management of Global Call Center
- Management of End User Computing
- Hands on Network and/or Data Center operations
- Exceptional Organization and Communication Skills
- Able to manage a global, large and diverse technical team, tiers 1 - 3
- Critical thinking and Detail Orientation are very important

Sompo International offers a competitive compensation and benefits package commensurate with experience. **The minimum salary for this position: \$145,000.** For consideration; please e-mail your resume along with your Minimum Salary Expectations as well as your Minimum Total Compensation Expectations to: [mconnors@sompo-intl.com](mailto:mconnors@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](http://www.sompo-intl.com)