

Service Desk Analyst II

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 II** to join our **End User Support Services** Desktop support team in our **London** office. This role will be responsible for working tickets assigned from our ITSM tool (Incidents & Service Requests). Tasks may include installing, relocating, maintaining, and supporting end user computing hardware and software such as laptops, monitors, printers, VOIP phones, support software, mobile devices, telephones, productivity tools (MS office suite) and unified communications (Webex).

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
- Create/Review/Retire documentation: Standard Operating Procedures and Processes for use by GHD and IT desktop support teams and IT end user training content.
- Provide support to clients on software and hardware platforms
- Provide support to facilitate/moderate, with host/schedulers, Webex Events/Webinars



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- Interface with vendors for service of PCs and related hardware
- Escalate complex issues as defined in standard operating procedures

Minimum Qualifications:

- 4+ years in a Service Desk Analyst role
- Experience with MS Windows 10 & 11, Office 365
- Active Directory & Microsoft Exchange/Outlook
- Experience with Anti-virus software, (esp. CrowdStrike)
- Knowledge of build technologies such as SCCM, Nomad
- 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 (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. 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.

www.sompo-intl.com