



## Service Desk Analyst II

**Are you looking for your next opportunity?**

Sompo has a unique opportunity for a **Service Desk Analyst II** in our **End User Support Services** team.

As a Service Desk Analyst II, you will support our Bermuda, Europe and APAC businesses. You will be responsible for working tickets assigned from our Incidents & Service Requests tool (ITSM) such as installing, relocating, maintaining and supporting end user computing hardware and software.

**Location:** This position will be based out of our **Bermuda** office. We strive for collaboration which is why we offer a work environment where our employees thrive and develop long lasting careers.

**Our business, your impact, our opportunity:**

### **What you'll be doing:**

- Provide support for tickets escalated from the ITSM tool or Level One to resolve issues with IT products, services, and applications
- Monitor and manage tickets to promptly resolve incidents and fulfil service requests
- Analyze moderate to complex issues, resolving them directly or routing to appropriate IT resolver teams when needed
- Build the pre-stage, image, and install PCs and related hardware and software
- Troubleshoot and resolve end-user hardware and software issues
- Offer expert-level troubleshooting for desktop peripherals, including mobile devices
- Process requests such as user provisioning, video conference setup and support, and other service requests
- Provide software and hardware platform support to clients
- Coordinate with vendors for servicing PCs and related hardware

### **What you'll bring:**

- Minimum 4 years' Service Desk Analyst experience
- Technical skillsets including Microsoft Office Suite, Windows 10, Office 365, and Active Directory
- Knowledgeable with anti-virus systems, build technologies, remote access, and mobile device management and support
- Preferred experience in Webex, enterprise workstation technologies, packaging languages,
- Undergraduate degree or industry designations preferred but not required
- Excellent written and verbal communication skills with customer service abilities

### **In today's world, what do we stand for?**

Together, we strive for excellence and ensure the focus remains on what really matters and sets us apart; providing a frictionless journey for our clients, delivering solutions with the ease of expertise, and ensuring that Sompo remains a company we are all proud to be part of.

Sompo is an equal opportunity employer, and we foster a workplace where every individual's unique talents and perspectives are not only welcomed but celebrated. We are deeply committed to creating an inclusive environment that values diversity in all its forms. Regardless of race, color, religion, sexual orientation, national origin, or age, we believe in providing equal opportunities, fostering inclusivity and ensuring fairness for all.

[Visit our website to learn more about life at Sompo.](#)

For consideration, please email your application to [careers-bermuda@sompo-intl.com](mailto:careers-bermuda@sompo-intl.com).

**Closing Date: December 1, 2024**