



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 a **Service Desk Analyst** to join our Service Desk team in our **Purchase, NY** office.

Main areas of responsibility:

- Provides second line of support and problem resolution for technology products, services and applications
- Analyze moderate to complex inquiries and take action to resolve or determine appropriate technical area or vendor to resolve problems; coordinate with other IT areas to resolve problems if necessary
- Perform effective triaging and root cause analysis; document and update relevant teams ensuring permanent resolution. Track and monitor the problem to ensure a timely resolution
- Create and maintain technical troubleshooting documentation
- Possess strong working knowledge of how current systems and services are utilized and supported by technology
- Lead or participate in small projects to deploy new products. Assist project team in the support and deployment of new products and services
- Provide 2nd level support in troubleshooting desktop peripherals in the environment (mobile phones, peripherals, etc.)
- Process requests such as user provisioning, video conference setup, support, and other requests



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Qualifications, Skills and Experience:

- 3+ years experience as a service desk analyst, providing desk side support for tier II and III technical issues
- Strong Microsoft Office and standard productivity tools
- Strong knowledge of Windows
- Strong hardware troubleshooting skills
- Proficient with Active Directory
- Proficient with Microsoft Exchange and email functionality
- Strong knowledge of video conference solutions
- Understanding of telephony concepts and technologies
- Understanding of VPN and remote connectivity solutions
- Proficient with mobile device and mobile device management tools.
- Strong customer service
- Strong oral communication skills
- Ability to work in a fast-paced environment
- Ability to diagnose application software and hardware problems remotely
- Ability to recognize priority issues and escalate accordingly
- Ability to translate technical terms into non-technical language

Sompo International offers a competitive compensation and benefits package commensurate with experience. **The minimum salary for this position: \$65,000.** 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

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

M/F/D/V

Visit our website at www.sompo-intl.com