

# IT Support Analyst

## Who are we?

Hiscox Bermuda underwrites a variety of reinsurance business that is worldwide in scope. We are a dynamic and contemporary business with traditional values – courage, quality, integrity, excellence in execution, and respect. We're different from other insurers because we live up to them, and challenge convention in everything we do. Our success relies on each one of us doing so, whatever our job, wherever we work.

## The role

We are looking for someone who is interested in developing a career within IT infrastructure. The primary responsibility for this position is to provide 1st and 2nd Line IT support for the Bermuda office. Specific responsibilities will depend on your individual skill and experience level initially; however you can expect to be involved in the following:

- Providing technical support and maintenance of Windows XP/7 desktop PC's and Windows 2003/08 servers
- Deploying, maintaining and upgrading a variety of desktop, laptop, printer and server devices and applications
- Providing internal IT helpdesk support
- Supporting Active Directory and Exchange 2007 environment
- Supporting Cisco video conference, phone and voice mail systems
- Managing mobile phones and Blackberry devices including the Blackberry Enterprise server
- Ongoing documentation and updating of records regarding supported networks

## The requirements

This role could be suitable for either a recent university graduate with no experience up to a junior IT support analyst. Specifically, you must possess:

- University degree preferably IT related
- Genuine interest in pursuing a career within IT infrastructure with 0 – 3 years experience
- MCP/MCSE 2003/MCTS certifications preferred
- Awareness of Microsoft Office 2007, Windows XP/7, Windows Server 2003/08; and TCP/IP networking
- An interest in SQL Server
- Good problem solving skills coupled with strong communication skills (written and verbal)
- Strong work ethic, and ability to take initiative and work without supervision
- Good team player, working with other IT and business professionals in an effective manner
- A willingness and enthusiasm to learn within a fast paced environment
- Ability and willingness to provide out of hours support in busy seasons

## Why Hiscox?

Any business is only as good as the people it employs and we aim to employ the best people to produce the best insurance solutions and deliver the best service possible.

We offer an environment where you are encouraged to grow with the team. If you possess the experience and requirements this role demands and feel that our company culture would be a good fit then we'd love to hear from you. Please send cover letter and résumé to [apply@hiscox.bm](mailto:apply@hiscox.bm) by close of June 30<sup>th</sup>.