# Operations Support Engineer

RenaissanceRe Holdings Ltd., through its operating subsidiaries, is a leading global provider of reinsurance and insurance. Our team shares a passion for providing exceptional service, innovation, creativity and a strong belief in the entrepreneurial culture which is a cornerstone of our competitive advantage.

**www.renre.com**

Reporting to the Bermuda Infrastructure Services Manager, the successful candidate will be responsible for supporting the Company's user community and infrastructure environment.

## Responsibilities include:

- Monitor computer and network activity including; system load, response time, available disk space, and user activities, to proactively ensure system health and compliance with Company standards including published SLA's
- Provide comprehensive network diagnostic and issue resolution support (inclusive of WAN/LAN/Hardware/ Servers/Software and test environment)
- Manage the secure handling of backup tapes, cartridges, and other data recording media
- Provision and build server platforms in physical and/or virtual environments
- Manage and respond to service desk requests utilizing the service desk system
- Deliver server and infrastructure solutions in a timely and accurate manner
- Assist with performance tuning, hardware upgrades and resource optimization
- Manage and document technical support issues through to resolution
- Participate in the day-to-day installation, troubleshooting, and maintenance of IT managed systems
- Coordinate with IT Security to facilitate policy adherence and enhancements
- Monitor and escalate systems issues (both actual and potential) as needed
- Maintain operational, configuration and other procedural documentation
- Respond promptly to user request for technical assistance
- Provide on call and afterhours support to users and technical support team

## Qualifications, Skills & Experience:

- A university degree essential with emphasis on Computer Science and/or a related technical field
- A minimum of 5 years' experience providing service and infrastructure support, preferably in a re/insurance environment
- A minimum of 3 years' experience configuring and troubleshooting Cisco Switches, Routers, Firewalls and LAN/WAN problems
- In-depth knowledge of Microsoft Active Directory, Server 2008 /Windows7 Operating Systems, MS Office Suite, WSUS, MS SQL and Exchange 2010
- Certification required in one or more of the following: MCP, MCDST, MCSE, ITIL v3 certification would be advantageous
- Knowledge and experience with Altiris, Symantec, audio visual equipment, mobile devices, Avaya or similar IP phone systems, SAN hardware, VMware based solutions, Cisco switches and Checkpoint firewalls
- Prior experience with BCP/DR processes and failover testing
- Strong interpersonal skills with the ability to communicate professionally with various stakeholders

This is a fast-paced business environment, demanding a strong work ethic and a results-oriented approach.

Written applications with Curriculum Vitae should be forwarded via e-mail to careers@renre.com or to VP Human Resources and Administration, Renaissance House, 12 Crow Lane, Pembroke HM19.

**Closing date for applications:
Monday, September 24, 2012.**

No agencies please.
RenaissanceRe is an equal opportunity employer.