

Our client – invites applications for the position of *Information Systems Manager*

Our client is one of the world's leading specialty property / casualty insurers and reinsurers. The Group, which is Bermuda-based, has an international reputation for underwriting excellence and innovative client service.

The Information Systems Manager will provide and manage customer support and advanced troubleshooting for the Group's IT Infrastructure and core technologies. Working collaboratively as part of a global team of Infrastructure Support, the Information Systems Manager will be responsible for meeting service levels, managing customer expectations and driving service improvement.

Working in a fast-paced, change-oriented environment, core duties and accountabilities will include the following:

- Responsible for the management and provision of Infrastructure Support to customers in the Bermuda Office and the Bermuda disaster recovery suite;
- Provide remote Infrastructure Support for other Group Offices throughout the world;
- Manage the delivery of a responsive and timely support service to end users, ensuring that excellent service levels are maintained;
- Manage the annual assessment, testing or implementation when required, of a sound disaster recovery plan;
- Manage the Bermuda IS Budget spend as appropriate and within authority levels, including managing relationships with third-party IT vendors;

- Manage, mentor and develop Bermuda-based IS staff;
- Drive continuous improvement in working practices, the quality of customer support, and identify opportunities to improve the consistency and performance of troubleshooting; and
- Undertake group-wide Infrastructure support projects as directed.

Knowledge and experience required

This is a role that could be suited to qualified individuals from a range of industries and IS backgrounds. Technical experience and competencies required include the following:

- Ideally educated to Bachelor Degree level;
- Knowledge and experience using core Microsoft Products – Windows 7, Office 2010, Windows Server 2008, Exchange 2010, Active Directory;
- Hands-on experience of IP based Polycom Audio/Visual equipment & Crestron Processor hardware in a corporate WAN environment,
- Experience of LAN/WAN IP Networks & Data Center Administration; VMWare or other virtual technologies ; and Citrix XenApp;
- Experience of Disaster Recovery Planning, Implementation & Execution;
- Working knowledge of BlackBerry Enterprise Server; Mitel VoIP Technology;
- Experience in IS staff management and development;

- Excellent communications skills, a “can do” attitude, with key focus on customer service; and ability to build effective working relationships; and
- A team-oriented attitude, able and willing to support colleagues in Bermuda and across the group, in order to deliver and achieve business objectives.

This is an outstanding opportunity to develop your Information Systems career within a first-class insurance group at the forefront of technology within the re/insurance industry.

Please send a detailed resume, plus confirmation of status, in confidence to:

Alistair McNeish
PricewaterhouseCoopers Executive Search

Email: bermudatopjobs@bm.pwc.com
Tel: 441-295-2000

Closing date: 3 July, 2013



Executive Search & Selection

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