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Senior IT Support Analyst

Our client, Hiscox Re is a newly formed business unit within the Hiscox Group, bringing together their reinsurance teams in London, Paris and Bermuda. They are a dynamic and contemporary business with traditional values – courage, quality, integrity, excellence in execution, and respect. They strive to live up to these values, seeking to challenge convention in every area of their business.

The Role

Working as an integral part of the IT infrastructure team, this newly developed role will have responsibility for providing 2nd and 3rd Line support to 100+ users and servers in Bermuda, Europe and North America, delivering and maintaining a 'best of breed' IT service. The successful incumbent will work in a proactive and cooperative manner to ensure that the responsiveness, effectiveness and quality of the IT service is as good as it can be. Limited travel overseas to provide local support may be necessary so some flexibility is essential. In order to provide IT support to the business, flexibility in working hours is a requirement.

The Requirements

- University degree preferably in Computer Science or similar
- At least 5 years experience of providing IT support in a similar role
- MCSE (2008/2012) certification as well as an understanding and interest in SQL (2008/2012)
- Experience in implementing improvements to IT operational support services and in installation and configurations
- Good understanding of IT operational support frameworks, including incident management, problem management, change control, service level measurement and reporting. An understanding of or qualification in ITIL would be an advantage
- Strong technical understanding of the standard hardware and software used and supported by Hiscox Re (Cisco / Windows / MS Office / Exchange 2007/2010 / Active Directory / Citrix / Blackberry etc)
- Self motivated with a "can do" attitude in responding to the challenges presented by front-line IT support
- Strong analytical and problem solving skills
- Knowledge of RMS and AIR is an advantage but not essential
- Experience in the financial/reinsurance services sector is preferred
- Professionally presented with strong customer-facing skills, and the ability to build and maintain working relationships with customers at all levels

To apply please send your resume to bdajobs@expertise.bm or apply online at www.BermudaJOBS.com.

All enquires will be dealt with in strict confidence.

Closing date: December 3, 2013

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