



## **Junior IT Support Analyst**

Enstar Limited, a wholly owned subsidiary of Enstar Group Limited, a Nasdaq listed company that acquires and manages insurance and reinsurance companies, is seeking a **Junior IT Support Analyst for a fixed period of 1 year.**

### Key Responsibilities

- Serve as the primary “face” of the larger, group IT department providing multiple levels of support to localized customers in order to leave users with a positive impression of Enstar IT.
- Provide multiple levels of support to localized customers including VIP support to Executive Team and additional tier 1 support to other Enstar offices around the group.
- Ensure IT support issues are resolved in alignment with criticality and timeliness within guidelines set forth by our security policies.
- Monitor status of open calls and escalate requests to other IT support teams and third-party support companies as necessary in order to provide a timely resolution to all support issues.
- Provide operational support for desktop, telecommunications, and infrastructure technologies including system monitoring, daily checks, backups, telephony system management.
- Provide support to the administration team with facilities activities on an as-needed basis.
- Assist in organizing inventory and maintaining accurate documentation.

### Minimum Qualifications, Skills, and Experience

- A minimum of 2 years of experience in a desktop support role with exposure to server and network technologies.
- Experience with MS Active Directory administration, user support of email/mobile messaging systems (Outlook/Exchange /iDevices), and Telephony systems (ideally Avaya).
- Experience in working within a deadline-driven environment and ability to adapt to change.
- Basic knowledge of Windows 10 and the Microsoft Office 365 Suite.
- Laptop/desktop build and software deployment using automated tools.
- Basic MS Active Directory administration.
- User support of Email/mobile messaging systems (Outlook/Exchange/iDevices).
- Telephony systems (ideally Avaya).
- Strong customer focus and ability to translate technical terms into non-technical language.
- Strong commitment to the task and a high level of personal responsibility.
- Must be able to work with limited oversight and be remotely managed.
- Strong communication, interpersonal and structured problem-solving skills.
- A reliable, committed individual with an unrelenting dedication to assisting the end-user without compromising company systems.
- Must be able to interact with senior management, cross-functional personnel throughout the group, while demonstrating a high degree of professionalism.
- Ability to work additional hours including weekends and public holidays, as necessary.

Please apply by emailing your resume to:

**[Kevin.Pahwa@EnstarGroup.com](mailto:Kevin.Pahwa@EnstarGroup.com)**

**Or**

mail in your detailed resume no later than March 17, 2021  
**to Human Resources**  
**Enstar Limited**  
**P. O. Box HM 2267**  
**Hamilton HM JX**  
**441 292-3645**