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Desktop Support Analyst

Markel Bermuda Limited, a subsidiary of Markel Corporation, has an opening for a Desktop Support Analyst. The Desktop Support Analyst is responsible for the deployment, maintenance, monitoring, analysis and resolution of the equipment, both physical and virtual, that delivers the end user access to the digital content provided by Markel. A Desktop Support Analyst must be familiar with a variety of cloud system concepts, ITIL practices, and procedures, relying on experience and judgment to plan and accomplish goals, performing a variety of complicated tasks, with expectations to have a wide degree of creativity and latitude. A Desktop Support Analyst may lead and direct the work with more junior resources.

Essential Duties and Responsibilities:

- Providing Hands and Eyes Support (assistance to network, voice, collaboration teams as required).
- Supporting the business, contacting the end users encountering challenges for troubleshooting and root cause analysis for accurate assignment and timely resolution.
- Participating in an on call rotation within the wider team to ensure a strong, robust service is provided to the business.
- Install, Move, Add, Change activity via a ServiceNow Service Requests.
- Coordinating SOHO Kit configuration/shipment for existing employees and new starters.
- Providing conference room equipment support and upkeep.

Qualifications, Education and/or Experience:

- Experience in supporting end users in a larger organization
- Experience in troubleshooting/supporting Win 10
- Experience in Microsoft Office (2013, 2016, or O365)
- Experience in WebEx
- Experience in AV conference rooms technology
- Strong oral and written communication skills
- If you have an understanding of basic desktop virtualization technologies and tools, this will be advantageous, although not a necessity

To apply please send your résumé to jobs@expertisegroup.com or through Markel's link at https://markelcorp.wd5.myworkdayjobs.com/GlobalCareers/job/Bermuda---2-Front-Street/Deskside-Support-Analyst_R0011201.

All applications are handled in a confidential manner and in accordance with Expertise's Privacy Policy, available on our website.

Closing Date: September 17, 2021

