



*Specialty Insurance & Reinsurance*

**Help Desk Analyst** for Alterra Capital Services BDA Limited. This position will be responsible for receiving, prioritizing, documenting, and actively resolving end user computer workstation and computer network related service requests to ensure proper computer operation for end users to accomplish their business tasks.

The initial scope of responsibility will involve triage, troubleshooting, and following procedures for recurring tasks. As more procedures are created the scope will be monitored and streamlined to optimize resource utilization.

Duties will include Installing, diagnosing, repairing, maintaining, moving, cleaning, and upgrading hardware and equipment to ensure optimal workstation performance.

Problem resolution will involve the use of diagnostic and service request tracking tools, as well as require the individual to give in-person, hands-on help at the desktop level.

## **Duties and Responsibilities:**

- Field incoming requests;
- Record all help desk and related issues;
- Perform initial assessment of issues;
- Troubleshoot generic issues;
- Elevate issues which are not resolved in a timely manner.

## **Qualifications and Requirements:**

- BSSC plus 3 – 5 years experience or equivalent in a related role;
- Knowledge of PCs, computer networks and related equipment;
- Strong knowledge of Microsoft Office suite and Microsoft Windows operating environment;
- Certifications (A++, MCP or MCSA) would be an asset;
- Ability to operate effectively in a fast-paced and fluid environment;
- Must be highly organized, detail-oriented and capable of multi-tasking;
- Self motivated with a high level of energy;
- Excellent communication and client-relationship management skills;
- Available to be “on call” or to work outside normal business hours;
- Ability and willingness to learn to support Alterra’s proprietary applications;
- Ability and willingness to expand insurance industry knowledge;
- Ability and willingness to further develop the technical skills required.

Interested persons should apply in writing together with Curriculum Vitae marked Private and Confidential, prior to April 29, 2011, to:

Human Resources  
P.O. Box HM 2565  
Hamilton HM KX  
E-mail: [careers@alterra-bm.com](mailto:careers@alterra-bm.com)