

IT Support Analyst Lead

We have the following job opportunity in our **New York City** office:

Description

The IT Support Analyst Lead will be a key part of the Help Desk team to support end-users at TransRe. Responsibilities will include, but not be limited to:

- Providing efficient and effective technical support to end-users, troubleshooting hardware & software issues, resolving network connectivity problems and assisting with various IT-related inquiries
- Imaging and deploying end-user equipment
- Managing Active Directory accounts and groups
- Performing O365 administration including basic O365 troubleshooting (Exchange Online, SharePoint Online, etc.)
- Contacting vendors and service providers to troubleshoot and replace equipment when needed
- Supporting and maintaining conference room technology for meetings and events
- Maintaining and troubleshooting printers to ensure reliable operation
- Working with IT teams and other business leaders to coordinate projects and maintain infrastructure equipment

Requirements

- 5 years+ of Help Desk experience
- Technical Expertise in O365 (MS Teams, SharePoint, OneDrive, Excel, Word, etc.)
- Experience with Microsoft Intune
- Experience with various operating systems (Windows, MacOS, IOS, etc.)
- ITSM Ticketing System experience (Freshservice, ServiceNow, SysAid, Jira, Remedy, etc.)
- Knowledge of Active Directory, DNS, DHCP, WiFi and NTFS permissions
- Experience supporting VDI environments (Citrix, VMware, etc.)
- Experience supporting a global user base
- Demonstrated problem-solving skills including identification of issues, obstacles, and implementation of effective solutions
- Ability to multi-task as well as focus on priorities
- Able to lift or move up to 40 pounds

Work Schedule

TransRe is supportive of an agile work schedule, which may differ based on individual roles, your local office's practices and preferences marketplace trends, and TransRe's business objectives. This position is eligible for a hybrid work schedule with 3 days in the office per week, and 2 days remote.

Compensation

In addition to base salary, for this position, TransRe offers a comprehensive benefits package, paid time off, and incentive pay opportunity. The anticipated annual base salary range in New York for this position, exclusive of benefits, paid time off, and incentive pay opportunity is \$115,000 - \$140,000. This range is an estimate, and the actual base salary offered for this position will be determined based on certain factors, including the applicant's specific skill set and level of experience.

Interested in applying for this role? Please visit our [Careers Page](#) to apply!



About Us

Since 1977, TransRe's vision has been to deliver the capacity and expertise necessary to contribute to the sustainable growth of prosperous communities worldwide.

Our Mission

Our mission is to be the first- choice provider of reinsurance to our customers, based on:

Experience	the foundation of our long term, trust-based relationship is built on long tenured leadership in every line in every region.
Accessibility	our global network of local support for all property and casualty lines of business.
Strength	the cornerstone of our ability and willingness to pay claims.
Innovation	a track record of collaboration and service delivery to support your sustainable profitable growth.
Expertise	the basis of our timely, value-added insight and offerings.
Resilience	existing to improve the resilience of communities worldwide, through our products, our people and our partnerships

Our Values

To achieve our Vision and Mission, we maintain a culture of the highest ethical standards. We treat our employees and customers fairly. We stand behind our products and services. We act with:

Integrity	work honestly, to enhance TransRe's reputation.
Respect	value all colleagues. Collaborate actively.
Performance	we reward excellence. Be accountable, manage risk and deliver TransRe's strengths.
Entrepreneurship	seize opportunities. Innovate for and with customers.
Customer Focus	anticipate their priorities. Exceed their expectations

We support diversity in the workplace. We are an Equal Opportunity Employer.