



About Us

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

Our Mission

Our mission is to be the first- choice provider to 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	to 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	we exist to improve the resilience of communities worldwide, through our products, our people and our partnerships.

We have the following job opportunity in our **Arlington, Virginia** office:

Systems Administrator (PRMS)

Description

This role will be part of our team within the PRMS unit in Arlington, Virginia. As an IT Site Admin for the America region, you'll work closely with all members of the IT team. This role has an opportunity to make a real impact on employees and customers lives for years to come.

The IT Site Admins - America, will manage IT equipment at branch offices in America region including but not limited to the Virginia office, and will diagnose and resolve workstation problems with hardware, software, and network issues, as well as look for and recommend updates to streamline processes. You will assist with projects as assigned, including deploying system software, configuration changes, etc.

The core of the Site Admins role is improving user experience - care about your desire to please the customer (our employees), passion for your work, and experience in the role. We will bring a safe and engaging workplace for you to grow and learn, while also providing guidance and support to help you be the best you can be while at TransRe.

Tasks required of this role include but are not limited to:

- Providing timely direct technical support to TransRe users
- Overseeing backend network and system infrastructure at branch offices in America region
- Provisioning, installing, and configuring endpoint devices (laptops/phones/etc) provided by TransRe for active employees and new hires

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



- Troubleshooting escalated support tickets from Frontline
- Providing remote hand assistance to IT Infra team for networking changes and maintenance
- Managing asset inventory
- Clearly documenting user issue history for tracking, reporting, and knowledge-base creation in our internal document store

Requirements

- Bachelor's degree in Computer Science or related technical field
- 5 years of progressive experience as a system administrator
- Ability to work independently
- Strong analytical and troubleshooting skills
- Advanced knowledge of configuring, maintaining, patching and monitoring Wintech environments along with associated and related applications and utilities/tools in virtualized environments.
- Strong skills in Networking & storage
- Strong skills in SCCM or any deployment tools
- Strong skills in Virtualization, VMWare etc.
- Strong skills in providing customer service via phone, email or online requests for technical support
- Strong experience in data security tools and alert monitoring
- Administer Windows Operating System, VMWare and Citrix environments.
- Experience in Managing Microsoft 365 in enterprise environments are a plus
- Hold Current IT certifications are a plus
- Experience in scripting (batch, PS etc) is a plus
- Must be available to travel to our New York City office around ten times per year for as long as 2 days to a week at a time

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.

Interested in applying for this role? Email us your resume at careers@transre.com with the job title in the subject line.

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