



Help Desk Lead

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

Description

The Help Desk Lead will support the Global Help Desk team at TransRe. Responsibilities will include but not be limited to:

- Leading the Global Help Desk team to support all groups across the company
- Providing level 1 IT support and interface with other IT groups for end-to-end support
- Ensuring the Help Desk function is operating effectively and efficiently
- Maintaining best practices throughout the technical support process
- Coaching and training of team members

Requirements

- 5+ years of Help Desk experience in a senior or leadership role
- Technical expertise in Office 365 product family
- Technical expertise in Desktop Apps (web browsers, PDF editing, faxing/scanning, VoIP telephony)
- ITSM ticketing system experience (FreshService, ServiceNow, SysAid, TopDesk, Jira, Remedy)
- Remote/Distribute Teams experience
- Experience supporting a global userbase and 24x7 coverage shift scheduling
- Ability to lead others, work collaboratively and communicate effectively

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.