

The right experts in the right place

Within the IT team located in Hamburg and London, DARAG Europe is looking for the Hamburg office for an additional

IT Support Analyst (m/f/d)

DARAG is a leading international insurance and reinsurance group specialising in the assumption of legacy business and the provision of capital relief solutions. DARAG is a global business, with risk carrying subsidiaries in the EU (Germany, Malta, Italy and Luxembourg), Bermuda, the US, the UK and Guernsey.

DARAG is led by a management team of recognised insurance executives with extensive experience in legacy and restructuring. DARAG's multicultural, multilingual, and multidisciplinary staff enables the business to deliver tailored solutions to clients across the globe.

Your responsibilities

- Provide 1st \ 2nd level support to DARAG employees across Europe (and U.S.A / Bermuda if required), and coordinate IT-related requests and IT equipment for DARAG Group
- Configuration and deployment of workstations, telecom equipment and mobile devices such as laptops and mobile phones (MDM)
- Ensure the integrity of the systems and data, administrate user permissions, and maintain the systems in line with the IT Security policies
- Assist and support the seamless integration of Group business development, in particular European development
- Participate in group wide monitoring of critical systems and determine escalation, as necessary
- Working with 3rd party suppliers to resolve network and user issues, procure hardware and renew contracts
- Supporting the Head of IT & Operations in preparing and completing action plans; implementing productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements and implementing change
- Maintaining the reliability of current systems; evaluating, recommending, testing, and installing new technology; contributing information and recommendations to strategic plans and reviews
- Ensure IT processes are documented, monitored, and maintained as needed for regulatory purposes
- Monitoring and maintaining backup systems and processes, providing IT support, and contributing to the Business Continuity plans
- Supporting project management activities with structuring, tracking, documenting projects in the field of IT and Operations

Your profile

- Proven experience of 1st and 2nd level IT support
- Experience administering and supporting a Microsoft 365 environment, including Teams, SharePoint, Exchange Online & Azure AD
- Experience in supporting endpoint devices, including laptops (Windows 10) and mobile phones (Android and IOS)
- A good working knowledge of Windows Server and virtualisation technologies, including Active Directory and Hyper-V
- Strong troubleshooting abilities, capable of investigating and analysing information to draw sound conclusions
- Understanding of LAN/WAN networks, protocols such as DHCP, DNS and remote connectivity systems
- Ability to plan, implement, test, and troubleshoot system software and to develop systems solutions for operational problems
- First experience in project management being responsible for results in cross-organizational projects as well as experience in transformation and change processes
- Strong written and verbal communication skills in English and German

This is an exciting opportunity to join a dynamic and fast-growing business. If you are interested, please send us your complete application in English language by e-mail, stating your earliest possible starting date and salary expectation to career@darag-group.com.

DARAG

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