



Position: IT Services Engineer

Job Location: Dublin

About RenaissanceRe

For over three decades, RenaissanceRe has helped its clients manage the risks of operating in a volatile and uncertain world. We're experts in Property, Casualty, Specialty, and Credit reinsurance, consistently recognized for the innovative way we combine data, experience and technology to understand and manage large and complex risks across the world. We are also a business with a real social purpose - we help protect communities around the globe and enable prosperity for all. Our purpose drives us forward every day as we seek solutions to some of the world's most complicated challenges. To learn more, please visit us at [Careers - RenaissanceRe \(renre.com\)](https://www.renre.com/careers).

About the Position

Reporting directly to the AVP, IT Services Delivery Manager, the IT Services Engineer will be based in our Dublin office. with select travel to other RenRe offices (Australia, Bermuda, Ireland, UK, US, Switzerland). This role is part of our global IT support function and is responsible for providing first to third-line technical support to end users across the organization. The successful candidate will play a key role in ensuring a seamless and responsive IT experience for our employees.

Key Relationships

- **Reports to:** AVP, IT Services Delivery Manager
- **Key Stakeholders:** Internal end users, Remote end users, IT Security Operations and IT Infrastructure.
- **Key Partners:** Global IT support teams, third-party vendors, and service providers

Key Responsibilities

- Serve as the first point of contact for medium-high-level end-user IT support via phone, email, and ticketing systems
- Troubleshoot and resolve complex technical issues, including performance tuning and advanced system optimization.
- Provide advanced support for Windows 11, Mac OS X, Microsoft 365, enterprise applications, utilities, and server OS environments.
- Perform hardware diagnostics and repair, including desktops, laptops, mobile devices, printers, peripherals, and server hardware.
- Conduct endpoint LAN/WAN troubleshooting and provide smart hands support in collaboration with the networking team.
- Manage user accounts, including advanced permissions, access control, provisioning, and group management (Active Directory, Exchange, Azure AD).
- Utilize remote support tools such as SCCM, Patch My PC, Altiris SMA, Intune, and Beyond Trust (Bomgar) for efficient issue resolution.
- Monitor systems, analyse alerts, and escalate appropriately; perform advanced analysis of system alerts.
- Document incidents, resolutions, and detailed troubleshooting records; contribute to and steward the IT knowledge base.



- Create and maintain training documentation; provide expert user support and training on systems and applications.
- Support Mac & Windows device deployment and management, including enrolment, configuration, and lifecycle maintenance.
- Ensure Mac & Windows security compliance in line with corporate policies and industry best practices.
- Ensure compliance with internal policies and security standards, including Mac security and Apple Business Essentials administration.
- Follow and contribute to ITSM and HAM process improvements.
- Collaborate cross-functionally with the Global EUC Team, Infrastructure Engineering, Application Support Team, and other stakeholders.
- Participate as a technical resource in incident response, disaster recovery, and testing activities.
- Provide on-call support, queue monitoring, including basic technical support and issue resolution, while communicating with the on-call team.
- Participate in a rotation with other level 3 & 4 analysts for scheduled server patching maintenance windows.
- Identify, remediate, and document IT vulnerabilities; manage patch deployment, conduct scans, and report to stakeholders.

Candidate Qualifications:

Required:

- 3–5 years of experience in a technical support or helpdesk environment.
- Proficiency in supporting Windows and Mac OS X operating systems.
- Experience with Windows & Mac device deployment, management, and security compliance.
- Familiarity with Microsoft 365, Active Directory, and basic networking concepts.
- Experience using SCCM, Patch My PC, or Altiris SMA for software deployment and patch management.
- Strong communication and customer service skills.
- Ability to manage multiple tasks and prioritize effectively in a fast-paced environment.
- A relevant IT certification (e.g., CompTIA A+, ITIL Foundation) is a plus.

Preferred:

- Experience with ITSM tools (e.g., ServiceNow, Jira Service Desk).
- Exposure to mobile device management (MDM) platforms.
- Familiarity with Apple Business Essentials.
- Basic scripting knowledge (e.g., PowerShell) is a bonus.

We believe that meeting these requirements will position you for success in the role. However, if you fulfil most – but not all – of the expectations, we still encourage you to apply, as we are eager to explore your potential and believe in the ability to grow and learn.

At RenaissanceRe, we believe in creating a workplace culture that fosters diversity, equity, and inclusion throughout our business. We have a zero-tolerance policy for harassment and discrimination and take proactive steps to make employees feel valued and empowered to contribute to our collective success. It is RenRe's policy to ensure equal employment opportunity without discrimination or harassment based on race, colour, religion, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or



expression, age, disability, national origin, marital or domestic/ civil partnership status, genetic information, citizenship status, uniformed service member or veteran status, or any other characteristic protected by law.

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