

Are you eager to learn and put your IT knowledge into practice?
Do you have a sense of responsibility and team spirit?
Are you passionate about solving problems?
Would you like be part of a global, diverse team?

IF SO, THEN COME JOIN US!

Location: CH-8134 Adliswil
Duration: 3 – 6 months (it is your choice)
Department: IT Service Coordination Team



About your work and what learning opportunities we offer you

YOUR WORK

- Verify the success of implemented solutions directly with our customers and close tickets
- Track Problem Management and Major Incidents cases ¹⁾
- Help us with typical "household" work in a network department
- Categorize tickets into their sub-services ²⁾
- Find Knowledge Based Articles that are linked to our services and create a list per service
- Enhance our monitoring systems by adding upcoming Changes & Events to dashboards and orchestrate relevant information to our team ³⁾
- Help us analyse some of our network services and be creative by sharing your ideas on how to improve them

Dependent on your skills, we could use your help with this too:

- (1) Create us a reporting dashboard (or similar)
- (2) Propose a coding for ticket categorization
- (3) Merge existing data into our monitoring system (data automation)

YOUR LEARNING

Phish-Me! One of many protective processes against cyber attacks

Webfilter Exceptions – a fundamental element of Internet Security

IP Address Management

IT Service Operations of Network Services

Quality Assurance

Customer Experience and Centricity

Send your application to:
bianca_argento@swissre.com

About the team

We are a global, diverse team called "Connectivity Services" located in Zurich, Folkestone, Bratislava, Armonk, Hong Kong and Toronto. We cover a wide-ranged network service spectrum, such as Wireless & Premise Network LAN, MAN, SD WAN, WAN Optimization, Smart Building solutions, Data Center & ICT Rooms, DC LAN, Cloud Connectivity, Internet, Security, Firewall & Security Services, VPN, Load Balancing Services, DNS, DHCP and IP Address Management. Our motto is to create a positive customer experience and be smarter together.

As part of the Connectivity Services Group, the IT Service Coordination Team is the "interaction layer" for all sorts of network service matters. They are equipped with solutions & tools to obtain a realtime health-status of SwissRe's IT systems. This enables them to efficiently detect potential or evident network service failures, as well as cyber-security incidents, and avoid them before a considerable impact is affecting business operations. As an integral part of the Incident Management process, they perform a first technical analysis/diagnosis, coordinate responsible support teams in a multi-vendor-support model, assure that SLA thresholds are met, and escalate problematic situations where appropriate. They prioritize and manage several open cases simultaneously within a central ticketing system (Service NOW) and play a fundamental role in evaluating the performance of IT Service Providers (vendors). Projects, service improvement initiatives and an active knowledge sharing culture adds an exciting flavor to their team spirit.

About Swiss Re

The Swiss Re Group is one of the world's leading providers of reinsurance, insurance and other forms of insurance-based risk transfer, working to make the world more resilient. It anticipates and manages risk – from natural catastrophes to climate change, from ageing populations to cybercrime. The aim of the Swiss Re Group is to enable society to thrive and progress, creating new opportunities and solutions for its clients. Headquartered in Zurich, Switzerland, where it was founded in 1863, the Swiss Re Group operates through a network of around 80 offices globally.