



A Commitment to Stability

Palomar Specialty Insurance Company

Palomar Specialty Insurance Company provides specialty property insurance solutions for personal and commercial customers. Headquartered in La Jolla, California, the company was founded in 2014 by a group of insurance veterans who recognized a need for customized options in the property catastrophe insurance market nationwide. By offering earthquake, hurricane and flood focused products through an exclusive network of agents, brokers, wholesalers and program administrators, Palomar Specialty ensures its policyholders receive specialized service for catastrophe protection.

Palomar Specialty is a growing insurance provider that is building an extraordinary business around an exceptional team of employees. As a result, Palomar Specialty is hiring at all levels of the organization and is seeking both experienced insurance professionals and recent college graduates who are up to the challenge of helping build a modern and differentiated insurance business. If you would thrive in a dynamic work environment where your contributions will be recognized and rewarded, Palomar Specialty would like to talk to you about joining this collaborative and hard-working team.

Please send your resume with salary requirements to: hr@palomarspecialty.com

For more information about the company, visit www.palomarspecialty.com. No phone calls or agency solicitation please.

Palomar Specialty Insurance Company is an Equal Opportunity Employer.

Palomar Specialty is currently seeking to fill the following position in its beautiful La Jolla office:

IT Technical Support Position Description:

Palomar Specialty is seeking an IT Technical Support person for its La Jolla office to support and maintain computer systems, desktops, and peripherals. This person will offer support and technical assistance to internal users regarding software usage, setting up and maintaining hardware, answering technical questions, and software system problems. This assistance will be in person, through chat, phone, remote control, or a Helpdesk ticket to resolve the issues in a timely and accurate fashion.

Requirements:

- ◆ Requires a BS degree in Computer Science, Information Systems, Engineering or relevant experience of 5 years
- ◆ At least 2 years of experience in a desktop support or helpdesk role
- ◆ Ability to communicate technical concepts to non-technical audiences
- ◆ Outstanding customer service skills with the highest degree of integrity
- ◆ Strong O365/ exchange email skills
- ◆ Strong understanding of Microsoft Windows 10 features, configurations, and troubleshooting
- ◆ Basic understanding of tablets, mobile phones and associated OS
- ◆ High attention to detail
- ◆ Ability to rapidly learn and take advantage of new concepts and business models
- ◆ Ability to manage time effectively
- ◆ Work as a member of a small highly motivated team or as an individual resource
- ◆ Strong communication and collaboration skills
- ◆ Strong problem solving, communication and analytical skills



Responsibilities include (but are not limited to):

- ◆ Respond to internal users requests through phone, chat, email, tickets
- ◆ Responsible for overseeing the ticket activity within the customer support system, taking a leadership role when it comes to escalations
- ◆ Track and proactively manage support issues, prioritizing customer issues.
- ◆ Accurately record, update, and document requests using the IT Service Desk application
- ◆ Lead customer meetings about support issues and will be proactive in communication, whether it's dealing with system down or critical issues, multiple or complex issues.
- ◆ Conduct remote or in person troubleshooting of issues
- ◆ Customize desktops and applications to meet user needs
- ◆ Help create technical documents and manuals
- ◆ Configure and install new IT equipment within the desktop environment
- ◆ Evaluate applications and software patches to improve productivity and maintain security of the desktops

Salary:

Competitive salary that is commensurate with individual experience.

Benefits and Compensation:

Palomar Specialty Insurance Company offers competitive salaries, ongoing professional development and a comprehensive benefits package, including: Medical, Dental, Vision, Company-paid Life and AD&D Insurance, Company-Paid Long-Term Disability benefits, 401(k) Retirement Savings Plan (with company matching), Paid Time Off and Paid Holidays. Paid parking.