



IT Graduate Trainee (Applications)

London

FirstBank UK is a globally recognised, successful bank who provide world-class services to various institutions and individuals. Offering a comprehensive range of retail and corporate financial services/products, this thriving business boasts over 10 million active customers in over 700 business locations. Due to business requirements, we are now looking to acquire the services of an IT Graduate Trainee who is looking to gain experience in IT within a Bank and begin their career within the Financial Services industry.

- This role operates on a shift pattern with alternating shifts of **8am-4pm**, **9am-5pm** and **11am-7pm**
- Please note that this role is fully office based, with some flexibility upon approval from the manager for hybrid working.

Key Responsibilities:

This role will have specific emphasis on financial applications as part of day to day responsibility.

Participate in and learn:

- The installation and configuration of computer hardware, software, systems, networks, printers, and scanners.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.
- Providing technical support across the company (this may be in person or over the phone) in addition to the service desk function.
- Assist with the daily IT operational procedural duties, backup and end-of-day system processing etc.
- Any other tasks as and when required.

Key Skills/Experience:

- Degree in Computer Sciences or similar discipline.
- Some previous experience working in a role providing support on financial applications or any type of financial application system would be highly advantageous.
- Excellent accuracy and attention to detail.
- Strong written and verbal communication skills.
- Excellent customer service skills/experience.
- Good knowledge of Microsoft Office 365 suite such as Excel, Word, Outlook and PowerPoint.
- Experience Helpdesk call logging.
- Basics of Desktop and Laptop Configuration and Setup.
- Experience with Apple Products iPad and iPhone configuration.
- Active Directory User Administration Support.



- A willingness to pick up new things, assisting the team as and where required.

In return we offer a fantastic benefits package including:

- Up to 10% employer pension contribution
- Life Assurance Cover
- Income protection
- Private Medical Insurance plan (upon successful completion of probation period)
- Contribution to glasses/contacts and eye testing
- Gym subsidy (up to £50 per month)
- Cycle to work scheme
- Employee Assistance Program
- Interest Free season ticket loan for travel
- Birthday Leave
- 25 days annual leave, rising to 28 after 3 years and 30 after 8 years' service
- Give As You Earn (GAYE)