

IT Technical Support Analyst

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 growth & demand within the business, we are now looking to acquire the services of an experienced IT Technical Support Analyst to provide technical support across the Bank's infrastructure.

- *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.*

Key Responsibilities:

- Provide a combined service desk, IT operations and technical support within the business' IT department, supporting a sizeable number of applications and systems.
- Effectively respond to and resolve any user submitted incidents in the IT Services Desk system as quickly as possible.
- Carry out day to day IT Technical support including maintenance/upgrade and administration on all the business' systems and interfaces to ensure that everything is running smoothly and efficiently.
- Accurately log, manage, troubleshoot resolve, and supervise incidents on the IT helpdesk system as well as responding to user requests for assistance and support.
- Provide support for, and perform the daily End-of-Day, End of Month and End of year batch processing operation.
- Resolve and troubleshoot any application issues. Act as an escalation point to troubleshoot, research, and identify any network and system related issues.
- Investigate and escalate any core banking functional and system issues as and when they occur.
- Maintain and keep computer systems running smoothly and ensure users get the maximum benefit from them (system capacity and optimisation).
- Take ownership of issues and liaise with 3rd party vendors as and when required on Business requirement documentation and system upgrades.
- Assist in and lead project activities when required.
- Involvement in the release management activities with regards to Core banking and other applications.
- Assist in the system vulnerability patching cycle.
- Support Business continuity tests.
- Assist with preparing data for monthly MI reports.

Key Skills/Experience:

- Previous experience within a similar role within Banking/Financial Services would be advantageous.



- Excellent technical capabilities particularly with systems such as Azure.
- Strong understanding of and an ability to triage and maintain a broad range of technologies across Infrastructure, Networking, Security, Databases, Applications, and Azure Configuration/Setup and Monitoring
- Strong analytical skills with excellent accuracy and attention to detail.
- Excellent communication & IT customer service skills.

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)