

Job Description

Job Title:	IT Technical Support Analyst
Department:	Technology Department, Operations
Certified Person:	No
Reports to:	Head of Technology
Job code:	DP 40

Purpose of role:

The role of an IT Technical Support analyst is to provide both IT operational and technical support function on all hardware and software peripheral core infrastructure of the FBN UK systems. In addition to ongoing problem/functional resolution, periodic application enhancements and system patch upgrades are required. The position also requires close interaction with all business areas and our service desk.

Primary Responsibilities of Role:

As IT Technical support analyst you would be expected to perform full technical support to all FBN UK Core Infrastructures and provide technical assistance to users on a range of systems and business applications.

The opportunity is for an experienced 2nd/3rd line IT Technical support person with a proven skills in Azure and demonstrable applications support specifically in the financial industry.

The opportunity to work in a very diverse IT environment, take on extensive responsibilities and work in both ongoing IT support, managed hosting providers and project capacities. Understanding of cloud technologies such as Azure/Amazon Web Services and Oracle Cloud Infra is essential.

The job holder is expected to have substantial experience in installing and configuring hardware operating systems, troubleshooting systems and networks.

Below is a summary of the role as well as the required skills.

Daily Tasks

1. Carry out day to day IT Technical support, maintenance/upgrade and administration on all the bank's systems and interfaces.
2. Install and configure hardware operating systems and applications both on- prem and cloud
3. Troubleshoot, research, and identify any network and system related issues
4. Resolve and troubleshoot any application issues
5. Investigate and escalate any core banking functional and system issues.
6. Maintain and keep computer systems running smoothly and ensure users get the maximum benefit from them (i.e. system capacity and optimization).
7. Support rollout of new applications and establish a good working relationship with customers and other departments within the bank.
8. Ensure support calls are logged, updated, and followed through to resolution. Escalate issues to Head of IT and IT & Cyber Security Manager where appropriate.
9. Provide support for, and perform, the daily End-of-Day batch processing operation for Flexcube
10. Take ownership of issues and liaise with 3rd party vendors when required, on Business Requirements documentation and system upgrades.
11. Assist with or lead project activities when required.

12. Familiarise themselves with the network/hardware infrastructure within the bank, and all applications, and fully understand the interfaces and interdependencies therein. Familiarity with and adherence to the internal procedures and change management.
13. Maintain IT procedures and technical documentation where required.
14. Involve in the Release management activities with regards to Core banking and other applications.
15. Assist in IT & Cyber Security Manager in system vulnerability patching cycle.
16. Assist in preparing necessary documentation for the change request that are within the scope of IT.
17. Support Business continuity tests.
18. Assist with preparing data for monthly MI reports.
19. Any other duties as may reasonable be required.

Conduct Requirements:

Individual Conduct Rules:

Rule 1: You must act with integrity.

Rule 2: You must act with due skill, care and diligence.

Rule 3: You must be open and cooperative with the FCA, the PRA and other regulators.

Rule 4: You must pay due regard to the interests of customers and treat them fairly.

Rule 5: You must observe proper standards of market conduct.

Competence Requirements:

Professional/Academic Qualifications:

Essential: Bachelor's degree, preferably in Computer Science, Mathematics, B Coms, or MSCE Pass Qualifications

Experience/Knowledge

Essential: At least 5 years' experience in supporting IT systems (Azure or any IaaS)

Systems/Technical Skills:

Essential: IT Technical Experience in providing technical support in the financial services sector and any support experience in Azure or IaaS platforms

Desirable: Experience in a small bank would be a distinct advantage

Keys Technical Skill Sets

IT Technical Admin Support - Azure, Amazon Web Services, Oracle Cloud Infrastructure (OCI Cloud)	Microsoft Windows Support & administration
Hands on Experience on Linux and Mac Administration Support	Office 365 & SaaS Solutions
Helpdesk Call Logging	SharePoint Admin and Support
User desktop assistance & support	Microsoft Exchange
General Database Support	Email and Information Security Filtering/Monitoring Solutions, Egress
Knowledge of TCP/IP, DNS, DHCP Protocols	Financial application support and/or IT operations functions
Azure and Arcserve Backups and Replications	Data Storage Solution - Datacore
Telephony Admin Support (VOIP)	

Preferred Technical skills:

Microsoft Certified on Azure Fundamentals - Pass AZ-900	Business Object Report Writing
Citrix Cloud	Oracle Apache and WebLogic Suite
VMware	Swift Alliance Platform
VPN Solutions (Zscaler + ZIA) Admin	ITIL Foundation
Knowledge of Batch Scripting	Java / Java Scripting
Incident/Response Management Skills	XML /HTML/DHTML
Flexcube	API & ESB Layer

Interpersonal Skills:

- Excellent communication and IT customer service skills; proven experience in communicating to internal stakeholders, including senior leadership
- An ability to ‘think outside the box’ and look for creative solutions
- Demonstrated ability to work effectively in a busy and demanding team-oriented environment
- Strong analytical skills.
- Strong attention to detail, quality and accuracy
- Ability to collaborate with colleagues across geographical and functional boundaries
- Strong drive for continuous improvement

Languages: (if applicable)

Essential: Fluent written and verbal English

Competencies:

There are *six core behavioural competencies* applicable to every member of staff as part of FBN’s Performance Management Framework and are fundamental to the way in which we operate. The level of behaviour required for your role is detailed below and the full range of descriptors for each level is available in the Competency Framework Booklet.

Level 2: Consistently achieves and sustains a good standard of skills, knowledge, behaviours, attitudes and working practices

	Competency	Level
1	Professionalism	2
2	Client Focus	2
3	Decision Making & Accountability	2
4	Working with Others	2
5	Change Orientation	2
6	Risk Awareness	2

Signed:

Date: