

Role title: 2nd 3rd Line IT Systems Support Engineer

Department: IT (Witney Office)

Reporting To: Head of IT

Supervision Exercised:

- **Number of people directly reporting:** 0
- **Number of people indirectly reporting:** 0

Contacts:

- **Internal:** All Employees
- **External:** Clients, FCA/Auditors/Compliance Consultants, IT Suppliers / Consultants

Main Purpose of the Role:

- To be based in the Witney office of Courtiers with 1 day a week in the Henley office, supporting IT throughout the whole of Courtiers, including remote offices
- Working in a small team which currently consists three people

Duties and Responsibilities:

- Work to provide second- & third-line response, being part of the team of contact for all Courtiers internal queries and incidents, user requests and solving problems. Note that this will include telephone, remote, and deskside support
- To be an effective point of contact for Courtiers Internal IT, resolving issues, escalating internally, or referring to 3rd parties as appropriate
- Experience with Cloud environment such as Microsoft Cloud and Azure
- Excellent interpersonal skills and verbal communication needed for this support position
- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Liaise with senior IT team members to escalate any issues or reoccurring problems or concerns within the IT areas
- To contribute to the development & implementation of Courtiers IT plans to enable it to support the growth of the business, whilst improving the efficiency and effectiveness of hardware, software, and systems
- To be part of the team managing the relationships between Courtiers and 3rd party suppliers, ensuring Courtiers receives an excellent service at all times
- Identify areas where improvements can be made in the IT service, and suggest enhancements to the joint Head of IT
- Spend (generally) 4 days each week in the Witney office, 1 day each week in the Henley office. This will vary according to the work that needs to be completed
- Travel to remote offices when required
- To occasionally perform weekend and out of hours support and development as required
- Complete small projects with the assistance of senior colleagues

General:

- To ensure the confidentiality of all work undertaken
- To be aware of and comply with all Health and Safety Requirements affecting your work and report any problems immediately
- Take part in yearly review of the Business Continuity Plan (BCP)

Business Development:

- Make recommendations as to how the firm's systems and procedures might be improved
- Contribute to corporate development and prosperity, assist other employees and be involved with support as required
- Promote the brand
- Promote the core values so that they are live throughout the team

Client Service:

- Ensure the firm's high standards of client care are met
- Ensure the confidentiality of all work undertaken for clients, and work within the principles of the General Data Protection Regulations
- The 6 Individual Conduct Rules that apply to all persons working in financial services

Compliance:

- Comply with the FCA's Treating Customers Fairly requirements, and other requirements set out in the Company manual and processes
- To co-operate fully with Courtiers' Anti Money Laundering requirements
- To maintain records in accordance with Courtiers' compliance requirements as set out in its compliance manuals and procedures
- Work within the requirements of the Data protection policy

IT:

- To effectively use all the relevant IT facilities made available by the company
- To use IT facilities within the guidelines set out by Courtiers' IT Department

Employee:

- To work with and support other employees working within the various departments of the company
- Create and promote a positive working environment within which each individual feels they make a valuable contribution and knows how their success will be measured

Skills and Knowledge Requirements:

- Willingness to learn and undertake study
- Ability to manage own workload and work within a small team
- Knowledge of business processes, standards, policies and procedures preferable
- Experience within the Financial Services Industry (desirable)
- Exceptional communication skills at all levels
- Excellent organisational skills
- Good working knowledge of Windows OS (server and client)
- Knowledge of Microsoft Word, Excel, Outlook
- Awareness of Microsoft 365 (desirable)
- Awareness of Citrix (desirable)
- Awareness of VMWare or other virtualisation technologies (desirable)
- Knowledge of servers, networking, firewall, UPS, desktops, laptops, thin clients and printers
- Methodical, able to work well under pressure and with good eye for detail
- Good team player with flexible approach to working environment

Training:

- Take part in any relevant in-house or external training as required
- To attend relevant seminars and other presentations as appropriate

Additional Responsibilities and limits of Authority:

- Any other duties which may reasonably be expected and which fall within your capabilities or general area of responsibility