

Senior IT Support Technician Job Description

Team: IT

Reporting to: Head of IT

About Us

We are an independent and privately- owned family office services provider, based in Jersey and supporting clients all over the world. Since opening our doors in 2013 we've brought a fresh approach to our market, through our progressive, flexible, and service-focused offer.

Our firm's culture is shaped by our three central values. The **integrity** consistently to do what is right, maintaining and enhancing our clients' trust. The **professionalism** confidently to deliver expert guidance, rooted in a truly independent approach. And the **agility** to think and act at a pace that mirrors events in an increasingly complex and dynamic world.

Following strong and sustained growth, and receipt of an array of industry accolades, we're now adding to our team. We are looking for talented and dedicated colleagues who will thrive in an environment where their voice, and their contribution will be invited, heard, and appreciated.

The Role

We are committed to having an IT infrastructure, business applications and systems that optimise our efficiency and improve our process management to allow our people to focus on delivering the highest quality, personal service to our clients. To support this, we are now looking for a Senior IT Support Technician to play a key role in our delivering the highest quality support to our teams and to ensure that our IT network is fit for purpose leveraging appropriate technology efficiently and effectively.

Key Result Areas

- Responsible for assisting with the administration, maintenance and monitoring of software infrastructure and applications and working with our outsourced managed IT provider to ensure a high level of customer service.
- Work closely with the business to ensure that issues are resolved promptly.
- Be regarded as a super user for all applications and play a role in the evolution of the Crestbridge software landscape.
- Take responsibility for your personal development, in line with agreed performance objectives and development plans.
- Be a role model and ambassador for Crestbridge Family Office Services, always acting in accordance with our core values.
- Provide excellent levels of service in line with Crestbridge Family Office Services standards, procedures and guidelines.

Key Responsibilities

The list below details the tasks that your role is likely to include. It is not exhaustive and may be amended from time to time:

Applications Support

- Ensure the integrity, security and availability of our software applications, including Plainsail, KYC360, SharePoint and Microsoft Office products.
- Be the technical point of contact to fix application issues in a prompt and timely manner.
- Manage the resolution of application and system issues that arise.
- Research and evaluate new software applications or updates to existing applications.
- Implement, test and integrate new applications.
- Provide induction training to new users and ongoing training and knowledge sharing to the business as required.
- Analyse error trends with the aim to minimise down time of applications.
- Communicate information regarding software issues promptly to users.
- Liaise with software suppliers as required.

Operational Excellence

- Foster and develop relationships with third party service providers, monitoring service levels and feeding back improvements where appropriate.
- In conjunction with service providers provide responsive IT fault rectification for users.
- Obtain and analyse metrics from service providers including tickets logged and resolution time.
- Ensure any works are diarised and the service providers have been given the necessary access.
- Investigate all IT failures and suggest areas for improvement.
- Raise service requests and repairs.

General

- Deputise for the Head of IT as required.
- Partner with the business to provide advisory services related to requests for new technology services.
- Keep up to date with IT developments and identify appropriate, cost-effective solutions to meet stakeholder needs.
- Understand the financial drivers of the business and ensure all KPIs and targets are met.
- Monitor, organise and prioritise workload, dealing with matters in a timely manner.
- Lead other projects within the IT team as required.
- Willingness to contribute outside the scope of your role, to support your colleagues and the business.
- Assist with monitoring activities in relation to Cyber Security.

Requirements

Qualifications

- Hold a relevant IT qualification.

Knowledge and Experience

- At least 5 years' experience working within either an IT, applications or infrastructure support function.
- Specialist knowledge of operating systems, devices, applications and software.
- Strong technical IT knowledge with typical applications used within financial services.
- Strong aptitude in understanding user requirements and translating these into technical requirements.
- Demonstrated experience in partnering to solve business problems through technology.
- Experience of working on an IT helpdesk.
- Relevant and practical experience in delivering multiple small IT projects.

Skills and Qualities

- Ability to build strong collaborative relationships with stakeholders by explaining complex technology topics in a manner that they can relate to.
- Excellent customer focus with the ability to think from the user's perspective.
- The ability to understand and analyse problems and find solutions.
- The ability to think creatively and work collaboratively with teams to solve business challenges.
- The ability to make recommendations around things such as requirement prioritisation, scope, assessing viability of solutions etc.
- Ability to ask the right questions and correctly understand the information received is essential
- Documentation and writing skills.
- The ability to present findings and recommendations to senior leaders and to manage stakeholder meetings.
- Technical IT knowledge with typical applications used within financial services.

Additional Information

Our Core Values

Our team share and demonstrate the following behaviours which align to our values:

Integrity – kind, trustworthy and compassionate, working collaboratively and respectfully with colleagues, clients and other stakeholders.

Professionalism - reliable and accurate, working consistently to deliver solutions efficiently, effectively and with a level of technical expertise appropriate to your experience.

Agility - flexible and commercial, happy to adapt to changing demands and offer support wherever required to meet the needs of the business.

We offer all our permanent team members a great benefits package that includes*:

- Competitive salary
- Non-contributory pension scheme
- Private healthcare (with no exclusions for pre-existing conditions)
- Life insurance
- Critical illness cover
- Option to buy or sell up to 5 extra days of annual leave
- 3 additional wellbeing days a year
- Discretionary annual bonus
- Support for professional qualifications and ongoing development

**Eligibility for certain benefits will commence after completion of probation. Crestbridge reserves the right to vary or withdraw benefits at any time.*