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| **Secure Trust Bank Technical Systems and Support Manager** |
| **Job Level**: 5**Career Path:** Management**Core Job Title:** Manager 2**Reporting** **To**: Software Delivery Director**MRT:** No **Location**: Solihull, Cardiff, Hybrid |
| Secure Trust Bank is an established, well-funded, and capitalised UK retail bank providing savings accounts and lending services to over a million customers. In 2022, the Group celebrated 70 years of helping consumers and businesses fulfil their ambitions.Our customers are at the heart of everything we do, but we can’t achieve our customer-focused strategy without the right people in our team. At Secure Trust Bank, we know that people are our biggest investment, which is why a career with us is not just a job. It’s the chance to be part of something bigger, to add real value to the bank and to help us constantly improve in order to achieve our ambition of becoming the most trusted specialist lender in the UK. We believe in giving our staff autonomy, with initiative and exceptional performance recognised through a variety of individual and team awards and incentives. All our employees have a tangible impact on the group’s core values, and we are looking for candidates who are enthusiastic, proactive, and enjoy working in a fast-paced environment.  |
| **Job Description** | ***Job Purpose***Working across the group software delivery you will be responsible for the day-to-day management of the technical systems and support engineers who manage the business-as-usual activity including managing service desk requests and incidents, management of supporting documentation, interacting with key business stakeholders, internal central functions, end users and 3rd party suppliers to resolve incidents and problems. The role will also include striving for continuous service improvement delivered via the internal change management process managing the team in support of business projects as and when required. Fundamentally, you will ensure the confidentiality, integrity, and availability of data in the IT systems are always preserved. Furthermore, you will also support the management of third-party relationships with our key suppliers. ***Key Responsibilities*** * Responsibility for all service requests ensuring they are dealt with in a professional manner within defined SLA’s, to the satisfaction of the customer and where required, produce MI and commentary for service reviews.
* Provide clear and decisive leadership on incident management issues, liaising and providing progress reports to stakeholders. Including active participation in the planning and execution of IT Service Continuity Testing.
* Proactively target root cause analysis to minimise IT issues and identify opportunities to improve the performance of software by monitoring key systems, databases and API’s making recommendations to enhance the availability and performance of services that contribute to the customer journey
* Managing the overall release process which includes creating a deployment plan into the Test and Live environments to give visibility of future release timings and expected content for each solution for internal and external stakeholders.
* Provide expert advice and technical support for systems administration, configuration and privilege management ensuring consistency is achieved across various environments.
* Accountability for the management and auditing of system access and being the IT lead for liaising with and providing evidence to external auditors.
* Managing the performance of technically skilled IT professionals, setting stretching objectives, manage, maintain, and develop knowledge repository, resource management, leading by example and coaching the team to resolve complex issues.
* Ensure that the skills of the Technical Systems and Support Engineers are kept relevant to changing technologies that the business chooses to embrace, including aligning team processes with Industry best practice (ITIL).
* Collaborating with the Central IT team and external vendors to ensure the correct infrastructure is in place for the application to improve system performance and reliability.
* Supporting in the management of third-party relationships and acting as the supplier relationship manager for some of the Groups suppliers.

Ensure commitment towards Quality Standards, by maintaining an awareness of the relevant critical control standards of any activities. |
| **Specification** | ***Skills/Knowledge/Experience**** A high-level overview and general technical understanding in SQL
* Quality conscious and methodical approach to work, with strong attention to detail.
* Excellent communication and influencing skills; able to listen, question and simplify to work effectively with a diverse range of people whose role requires interaction with the 3rd party system.
* The ability to understand how applications are configured and operated within a business function.
* Excellent problem-solving skills with a proactive approach to root cause analysis and CSI.
* Experience of leading a diverse technical team is essential.
* Experience of working with 3rd party suppliers and management of those 3rd party supplier review meetings

***Qualifications**** ITIL Foundation (V3.0) qualification.

***Competencies**** Risk Aware – We keep our customers and us safe and secure
* Customer focused – Our customers are at the heart of everything we do
* Ownership – We need to take personal responsibility
* Performance Driven – To become the most trusted specialist lender in the UK we need to each take personal accountability for our performance
* Teamwork – We achieve more when we work well together
* Future Oriented - Embracing change and implementing good ideas gives us the competitive edge
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