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| **Secure Trust Bank IT Service Desk Analyst** |
| **Reporting** **To**: IT Service Desk Manager**Location**: Cardiff Office  |
| Secure Trust Bank is a well-established UK Bank, having been incorporated in 1954. It has an exemplary reputation for providing banking services including a range of lending solutions and savings products. The Group acquired the V12 Finance Group and the trade and certain assets of Debt Managers Holdings Ltd in January 2013, which is held in its subsidiary Debt Managers (Services) Ltd. The bank operates from its head office in Solihull, West Midlands and currently has approximately 900 employees across the UK.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 help us constantly improve, in order to achieve our ambition of becoming the best bank in Britain. 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. So, join us as we strive to Grow, Sustain and Care for the way we work. |

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| **Job Description** | ***Job Purpose***Working within the IT Service Desk team and reporting to the IT Service Desk Manager, you will be responsible for supporting the business operation by providing technical support, fulfilling IT requests and working on technical and business projects. As well as this you will also be responsible for incident management of high priority calls and the management of the End User Computing estate. As part of our continual improvement approach you will also be expected to identify and raise opportunities to reduce error, increase efficiency and reduce costs.***Key Responsibilities**** Ensure that IT Support and request calls are correctly prioritised and resolved in line with agreed SLA’s
* Logging Calls and actions to agreed standards
* Ensuring IT Security Policies and procedures are adhered to and bringing breaches to Management when required..
* Adherence to change control procedures.
* Liaising with 3rd parties.
* Lifecycle management of End User Compute devices to include ordering, build, management, upgrades and disposal.
* Ensuring sufficient cover for the service desk during supported hours
* Involvement in projects / requests.
* Remote support visits to STBG sites
* Monitoring infrastructure status and performance.
* Documentation of IT Systems, processes and procedures
* Keeping up to date with current technologies

***Key Interfaces**** IT Infrastructure Team
* IT Security Team
* Application Support Teams
* BI Teams
* 3rd party suppliers
* All STB IT Users
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| **Specification** | ***Knowledge / Experience / Qualifications**** Min 1 year IT Support experience or equivalent
* Experience and a minimum foundation knowledge of –
* MS Windows & 365 Suite
* Windows Server 2016/2019/2022
* Windows 10 & 11
* Networking to include TCP/IP, routing, DNS, DHCP etc
* Apple iOS devices
* Microsoft Intune
* Sound knowledge of computer hardware
* Previous experience of supporting IT systems in a financial environment would be beneficial but not essential.
* Quality conscious and methodical approach to work, with strong attention to detail
* Previous experience of contributing to IT strategy would be beneficial but not essential.
* ITIL Foundation ideal but training will be provided
* Full UK driving licence

***Competencies**** Execution and delivery focused
* Problem Solving / Logical Mind
* Strong communicator and confidence
* Team working
* Working proactively
* Influencing others
* Customer focus
* Patience
* Technically competent
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Signed in agreement of the role description Date

and confirmation of acceptance of the responsibilities.

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Signed by line manager Date