

HR FORMS

JOB DESCRIPTION

2021



About Curtis Banks

We are a leading provider and administrator of self-invested personal pensions (SIPPS), part of Curtis Banks Group PLC. Our employees are a mix of all ages and we have a vibrant, fun culture that extends outside the workplace.

We offer a fantastic benefits package, including a generous pension scheme, flexible working, study support to help develop your qualifications and early close on Fridays to name but a few. For more details about us visit [curtisbanks.co.uk](https://www.curtisbanks.co.uk) or find us on LinkedIn and Facebook.

About this vacancy

- The successful candidate will be required to work as part of a centralised support function with the primary role of restoring “normal service” to users as quickly as possible and proactively maintain systems to avoid deterioration of service over time to meet future business needs.

Job title:	IT Senior Support Engineer	Version date:	November 2021
Business area:	4	Job family:	IT & Change
Reporting to:	IT Operations Manager	Approved role?	Yes
Job holder:	N/A	Code staff?	N/A

Principal accountabilities:

- Investigate, resolve and document incidents, service requests, problems and events within the company IT systems to ensure high availability and efficient running of IT systems for the business.
- Liaising with Third Party support providers and stakeholders as appropriate. Provide an escalation point as well as cover where required within the support function.
- Maintain service availability, capacity plans, service levels and support processes within the responsibility of the support function to ensure high availability and efficient running of IT systems to minimise downtime and meet the needs of the business and customers over the short to medium term.
- Identify and draw management attention to potential system issues.
- Manage and perform regular maintenance of IT systems to ensure correct and reliable functioning
- Plan and maintain arrangements for disaster recovery in line with company strategy together with supporting processes and manage testing of plans to preserve the ability to recover IT systems in the event of a disaster.
- Compile and provide relevant metrics of the Support Function performance on a regular basis for management.
- Maintain and enhance standards within and around the IT support function (including TCF and security policies).
- Provide documentation and technical/training based support for users and colleagues to assist them in obtaining the best they can from the IT services provided

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- Assist in the design, implementation and roll out of new systems and technologies as required.
- Provide feedback and recommendations for system changes/updates/upgrades, proactively drawing management attention to potential system issues to ensure that systems are well positioned to meet current and future business needs.
- Prepare and maintain infrastructure documentation, including details of all systems being used and integration points between them (internally and externally)
- Provide operational support for IT related requirements (including software, infrastructure, consultancy and guidance) to the specific needs of projects and changes planned for delivery,
- Liaising with third party suppliers and stakeholders as appropriate

Qualifications

- 5 GCSE's (or equivalent at grades A-C (or equivalent) to include English and Maths (essential)
- Relevant experience in providing technical support at a senior level for systems in use or proposed for the Curtis Banks infrastructure.

Knowledge

- Understand the company structure to assist in the effective request handling and authorisation
- A broad understanding of the Financial Services industry to assist in prioritisation of requests and ensuring that service levels address regulatory and legislative requirements
- In-depth understanding of networking, servers, clients, applications and communications employed within company systems. Broad knowledge of relevant technologies outside of active company use.
- Clear understanding of the concepts and principles of IT Service Operations and a broad understanding of the overall concepts of the ITIL lifecycle to ensure that requests are appropriate and correctly allocated
- Detailed knowledge of the IT support function and its operation in the provision of IT services. In depth knowledge around the operation of core IT systems and infrastructure deployed within the company.
- Clear understanding of the concepts of IT security and their implementation at Curtis Banks Group

Skills

- Clear, accurate, effective and timely communication in writing and verbally with all customers, suppliers and colleagues
- Able to work effectively and collaboratively with colleagues and peers
- Able to work independently and with minimal supervision, escalating issues and solutions as necessary
- Effectively prioritise requests/workload to ensure that they are dealt with in order of priority
- Excellent accuracy and attention to detail throughout all aspects of the role
- Able to effectively delegate work to colleagues and escalate issues as required
- Ability to collect and process relevant complex data to enable problem solving.
- Ability to collect, compile and analyse data from multiple complex sources to assist in resolving issues and the reliable running of IT systems
- Able to work effectively and calmly during periods of high pressure such as disaster recovery
- Excellent time management to ensure all aspects of the role are given adequate focus to deliver the required service levels
- Ability to plan, organise and control changes within the IT department

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Declaration

It is a requirement of Curtis Banks that its employees are aware of and conform to legal requirements in all activities, both internal and external. Implicit in this is that all managers and staff not only conform to the appropriate standards in terms of Health and Safety, but also work to the highest standards of business ethics.

Structure Chart

See attached (if applicable)

- I acknowledge that I have read and understood the above Job Description.

Signature & Agreement:			
Employee signature:		Date:	
Manager signature:		Date:	