Oxbury ///

Banking Platform IT Support Analyst

Reporting Line: Banking Platform Support Manager
Role Level: 6
Location: Chester

About Us

We are Oxbury: The only UK bank dedicated to British agriculture. Founded by farmers, bankers, and technologists, we have combined the worlds of financial services, technology, and agriculture to provide bespoke financial products to support the rural economy.

Our mission is to create and grow a sustainable, customer-focused, and innovative bank that supports and champions the financial health of the rural economy.

About the Role

We are looking for a Banking Platform IT Support Analyst to provide support on our Banking Platform to all employees at Oxbury, with an emphasis on providing excellent customer service. You'll be responsible for the day-to-day 1st & 2nd line support duties and will be one of the points of contact for Banking Platform support issues across the business, managing and maintaining satisfactory service levels.

Role Responsibilities

- Managing Banking Platform support issues via the Oxbury ITSM platform to maintain a detailed record of all incidents, service requests, problems and changes.
- Manage, oversee and prioritise the resolution of support requests, ensuring prompt and efficient incident resolution, while ensuring all data is accurate and service level agreements are achieved.
- Assist in planning and executing changes to the platform.
- Oversee and prioritise escalated support tickets, complex problems, and critical incidents, taking ownership until resolution and maintaining proper communication throughout the process.
- Log, track and resolve incidents using JIRA.
- Continuously review and improve support processes, procedures, and documentation to enhance the efficiency and effectiveness of the Service Desk.
- Identifying high priority tickets that need further escalation, immediately raising them to the Banking Platform Support Manager.
- Proactively identify recurring issues and support the Banking Platform Support Manager to develop strategies to prevent future incidents and improve overall system stability.
- Ensuring continued compliance with SLA and quality.
- Knowledge sharing – Creating knowledge base articles to assist with employee self-serving and learning.

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Minimum Skills / Experience

- Required Skills / Experience

- A background in IT or Graduate in IT / Computer Science.

- Strong communication skills both written and verbal with proven success in a customer service-led environment.

- Analytical thinking and problem-solving mindset.

- Ability to work well under pressure in a time sensitive environment.

- Attention to detail.

- Minimum of 2 years' experience in a similar role.

- Experience working in an ITIL based Service Desk or a project management and issue tracking platform.

- Experience with Banking Systems or Loan Management Systems.

- Working in an Agile Cloud environment.

- A positive outlook and a "can do attitude".

Interested in joining Oxbury?

Interested candidates should submit their CV and a brief covering letter outlining their experience in agriculture, any previous work experience and why they believe they are suitable for the role. To apply please click here.

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