

## IT Support Manager

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|-----------------|-----------------------|
| Reporting Line: | Head of IT Operations |
| Role Level:     | 5                     |
| Location:       | Chester office based  |

## 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 seeking a highly skilled and motivated IT professional to lead our Service Desk team and provide expert-level support across our Azure and cloud-based infrastructure. This is a hands-on management role, ideal for someone with a strong technical background and proven experience managing a small but dynamic Service Desk team.

Reporting directly to the Head of IT Operations, you will be responsible for the day-to-day running of the Service Desk providing advanced technical support and resolution for complex IT issues, ensuring the stability, performance, and security of the organisation's infrastructure.

## Role Responsibilities

- Lead and manage a team of 2 Service Desk Analysts, ensuring high levels of customer service and technical support.
- 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. Identify High priority tickets and tickets that need further escalation and raise them to the Head of IT Operations or the Banking Platform Technology Lead.
- Monitor and improve Service Desk performance through KPIs and SLAs, reported monthly to the IT Steering Committee.
- Oversee and prioritise escalated support tickets, complex problems, and critical incidents, taking ownership until resolution and maintaining proper communication throughout the process.
- Develop and maintain documentation, processes, and knowledge base articles.
- Drive continuous improvement initiatives and contribute to IT service strategy.
- Provide technical leadership and 3rd line support for Microsoft 365 and Azure.
- Provide support for 3rd party applications / services operated within the Company.
- Troubleshoot and resolve complex infrastructure and application issues.
- Collaborate with other IT teams on projects, upgrades, and migrations.
- Support identity and access management, networking, and backup solutions in the cloud.

## Skills / Experience

### Essential

- A background in IT or Computer Science

- Strong communication skills both written and verbal with proven success in a customer service-led environment
- Good problem-solving skills.
- Strong Azure/M365 cloud experience
- Ability to work well under pressure
- Minimum of 5 years' experience in a similar role.
- Experience working in an ITIL based Service Desk
- Working in an Agile Cloud environment
- A positive outlook and a "can do attitude"

## **Desirable**

- Experience with Banking Systems, Loan Management or financials systems/environments
- Previous exposure to formal Audit processes
- Experience of working with AWS and / or GCP

## **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](#).