Job Title

IT Support Lead

Reporting Line:	Role Level:
Head of IT Operations	**5**

Location:
Chester, UK (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 looking for a highly capable and technically proficient IT professional to lead our Service Desk function and provide expert support across our Azure, AWS and wider cloud-hosted infrastructure estate. This is a hands-on leadership role suited to an engineer-manager who combines strong architecture knowledge with operational excellence and the ability to drive a high performing service support capability.

Reporting to the Head of IT Operations, you will take ownership of the day-to-day ownership of the Service Desk, ensuring robust incident management, operational stability and compliant delivery of services across Microsoft 365, Azure, AWS and third-party SaaS platforms. You will act as an escalation point for complex technical issues, contribute to cloud strategy and governance, and ensure our service support model aligns with best practice operational frameworks.

Role Responsibilities

- ⊘ Lead, manage and mentor a small team of Service Desk Analysts, ensuring a high quality, SLA driven support service that aligns with ITIL and cloud operations best practices.

- ⊘ Oversee the end-to-end lifecycle of support requests, including triage, prioritisation, escalation and closure, ensuring accurate ticket data, strong adherence to SLAs and the prompt handling of high severity incidents.

- ⊘ Identify and escalate critical issues to the Head of IT Operations or Banking Platform Technology Lead, ensuring clear communication and timely resolution for high-impact service disruptions.

- Monitor Service Desk KPIs and SLA performance, producing monthly operational reporting for the IT Steering Committee and driving continuous service improvements.

- Provide technical leadership and 3rd line support for escalated incidents, complex problem investigations and cloud infrastructure issues across Azure AD, Microsoft 365, Azure IaaS/PaaS, AWS workloads and associated networking issues and identity components.

- Own and maintain Service Desk documentation, runbooks, technical procedures and knowledge base articles to ensure repeatability, resilience and consistency of service delivery.

- Drive continuous improvement initiatives and contribute to IT service strategy.

- Provide support for 3rd party applications/services operated within the Company.

- Troubleshoot and resolve complex platform, infrastructure and application issues involving identity services, endpoint management, cloud networking, endpoint security and backup/recovery tools.

- Collaborate with other IT teams on cloud migrations, infrastructure updates, service transitions and resilience improvements.

- Contribute to the technical roadmap for IT services, helping evolve the organisation's cloud operating model, service architecture and support maturity.

Skills and Experience

Essential:

- Degree or equivalent experience in IT, Computer Science or a related technical field.

- Excellent communication skills and proven success operating in a customer-focused service management environment.

- Strong analytical and problem-solving skills with experience resolving complex cloud and infrastructure issues.

- Extensive hands-on experience with AWS & Microsoft Azure and Microsoft 365 administration, including identity, security, governance, conditional access and platform operations.

- Experience working under pressure in fast paced environments, balancing operational demands with incident resolution.

- At least 5 years' experience in a similar technical support or cloud operations role, ideally including Service Desk leadership.

- Strong knowledge of ITIL based operational processes, incident/problem/change management and service reporting.

- Experience working within Agile or DevOps aligned cloud environments, supporting CI/CD, automation and cloud native architectures.
- Proactive, positive mindset with a strong sense of ownership and accountability.

Desirable:

- Experience working with banking platforms, loan management systems or regulated financial environments.
- Previous involvement with audits, compliance assessments or operational controls (ISO27001, FCA, SOC2 etc).
- Hands-on experience supporting or administering Google Cloud Platform.

Benefits

- A very competitive salary with an excellent benefits package.
- 25 days holiday, plus 8 days bank holiday (this increases with service).
- Oxbury Bonus scheme.
- Free Personal Training session every week.
- Private Medical Healthcare.
- Employee Assistance Programme.
- Life Insurance.
- Enhanced maternity/paternity leave.
- Employee referral scheme.

Application

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.