

IT Support Analyst

Reporting Line: Head of IT Operations

Role Level: 6

Location: Chester Offices

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

Provide 1st & 2nd line support to all employees in our Chester Offices, with an emphasis on providing excellent customer service. You'll be responsible for 1st & 2nd line support duties and will be a point of contact for all IT support across the business.

Role Responsibilities

- Updating the Service Desk to maintain a detailed record of all incidents, Service requests and Problems.
- Managing support calls to confirm all data is accurate and updated ensuring service level agreements are achieved.
- Ability to prioritize issues on a case-by-case basis
- Creating and maintaining process documentation
- General Hardware Support (Desktops, Laptops, Printers, Mobiles, Tablets)
- Providing application support
- Maintaining user security across all systems.
- Office 365 Administration/support
- Liaising with 3rd party suppliers.

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
- Minimum of 2 years' experience in a similar role.
- Experience working in an ITIL based Service Desk
- Competency with Microsoft Office applications particularly Office 365, including 365 administration.
- Experience with cloud technologies, AWS and Azure is beneficial
- Excellent understanding of Windows 10
- Working in an Agile Cloud environment
- A positive outlook and a "can do attitude"
- A flexible, hands on team player who is keen to learn and progress

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](#).