

Job Title

Banking Platform IT Support Analyst

Reporting Line:

Banking Platform Support Manager

Role Level:

6

Location:

Chester, UK (hybrid 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

The Banking Platform IT Support Analyst provides support on our Banking Platform to all employees at Oxbury, with an emphasis on providing excellent customer service. You'll be responsible for providing 1st & 2nd line support duties, which included troubleshooting and resolving technical financial issues, ensuring seamless operation of financial systems, and supporting end-users in a fast-paced financial environment.

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.

Skills and Experience

Essential:

- ✔ A background in IT or Graduate in IT / Computer Science.
- ✔ Minimum of 2 years' experience in a similar role.
- ✔ Strong communication skills both written and verbal with proven success in a customer service-led environment.
- ✔ Analytical thinking and problem-solving mindset.
- ✔ Proven experience within an IT support role within a financial, banking environment or fintech environment.
- ✔ Strong troubleshooting skills with financial systems, banking platforms, or payment processing solutions.
- ✔ 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.

Desirable:

- ✔ A positive outlook and a "can do attitude".
- ✔ Ability to work well under pressure in a time sensitive environment.
- ✔ Attention to detail.
- ✔ Experience with Banking Systems or Loan Management Systems.

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](#).