

# IT Support Lead

## Description

Introduction Here at Fnality, we are powering the future of finance, together: combining best in class technology with free-flowing creativity, and expertise that can make business better for everyone. There are no precedents for what we're doing. With you on our side, we'll be setting new ones every day. In a complex world, we are here to bring clarity and make positive change. Fnality Services is central to each FnPS's effective and resilient operation and provides an efficient common service platform for the secure global delivery of settlement operations. The IT Support Role: Fnality Services is looking for an IT Support Lead who can demonstrate competencies which will enable them to successfully: Deliver a robust and consistent IT support service across the Fnality ecosystem. Work closely in line with the System Operations Team and IT Leadership for overall support and delivery of the IT infrastructure and technical estate. Work collaboratively within the Enterprise IT team to provide support services and ongoing development. Create and provide reports to internal stakeholders. Balance quick response time to immediate technical issues across the ecosystem, triaging accordingly, with the need for systematic activities such as updates, regular testing and monitoring programmes. Play a critical part in the continuation of system upgrades and improvements, including a key role in proof of concepts for any new tooling and equipment. Play a critical role in the tightening of IT security controls, improvement of processes and reduction in mitigating enterprise vulnerabilities. You will need to take accountability for: Managing an IT Support queue system with initiatives to investigate and resolve technical problems. Running IT Support processes including all relevant JML processes ensuring effective technical onboarding and offboarding. Installing and configuring computer hardware operating systems and applications. Monitoring and maintaining computer systems and networks. Taking employees and internal stakeholders through a series of actions, to help set up systems or resolve technical issues. Troubleshooting system and network problems, diagnosing and solving hardware or software faults. Being a key contributor to maintaining the roadmap for system improvements and programme of access/date audits. Raising technical and cyber related incidents as they arise in line with the Incident Management procedure. Supporting the triage, containment and resolutions of incidents. Supporting and following the change management processes to deliver robust improvement with high rigour. Continuously improve the process documentation including training materials. Required competencies: Experience working within an M365 and Azure AD environment. Experience in being a key member in an IT Support or Service Delivery team. Experience working with and managing a suite of SaaS software applications. Have a good level of experience working under ITIL best practices. Familiarity of MacOS and Windows. Excellent understanding of Atlassian products such as Confluence and JIRA. Able to reasonably judge the systems behaviour to determine escalation requirements. Excellent communication and customer support skills. Nice to have: Experience of Incident management and response / resolution SLA requirements. Experience and knowledge of BCP Planning and Disaster Recovery options for IT infrastructure. Experience in implementing security measures to prevent external threats to enterprise systems. Experience in developing and managing PIM and PAM programmes. Experience in IT monitoring and alerting. Why should you join Fnality? Working in cross functional teams in 2 weekly sprints very much in line with the Agile way of working, you will have the option to explore your career interests to a far deeper level than at most organisations. We employ curious individuals who thrive working in a fast paced and constantly changing environment, who work best when empowered to drive their own work, and who are not afraid to fail fast and learn quicker. You will be

## Hiring organization

Fnality

## Job Location

Worldwide

## Base Salary

\$ 62500 - \$ 97500

## Date posted

June 14, 2024

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an analytical thinker who is able to look at tasks and understand the most efficient way to achieve the desired outcome. You will be vigilantly outcomes-focussed and fully agile in your approach to working. You will have an insatiable desire to learn, adept at picking up new challenges and giving it a go. You will want to deliver as much as learn and you will understand how important the power of the team is.Â A bit more about usÂ Digital transformation is changing our lives, work and businesses. While other sectors evolve however, financial markets remain slow, fragmented and siloed. What the world needs now is a future-facing financial system for the digital age. At Fnality, we have been speaking â? and listening â? to the real users of todayâ?'s financial systems. From businesses to banks, there is a clear, collective ambition for a simpler, faster, safer and more resilient system; one that can move and settle money quickly and efficiently, with minimised risk and much more transparency. By bringing together the brightest minds, leveraging the right technology and aligning with the strongest partners, we are on a journey to making this ambition a reality. Our journey will not end though, because we are committed to continually improving the world of financial markets. Iteration and evolution are in our DNA; it is how we think and how we work. Fnality. Powering the future of finance, together.Â This is a UK remote role but you must be eligible to work in UK. For exceptional candidates we can offer Visa Sponsorship.Â How will we use the information about you?Â We will use your personal information to process your application, to enable us to assess your suitability for a role and for other legitimate business purposes such as improving our sites and talent management practices. We may share your data with third parties to achieve these purposes. We will not use or share your information for marketing purposes.Â We will take appropriate security measures to safeguard your information in accordance with data protection legislation.Â If you would like further information about how your information may be processed by us, please contact us at [privacy@fnality.org](mailto:privacy@fnality.org).Â Please mention the word \*\*ENCHANTINGLY\*\* and tag `RNDQuMjMzLjExNi41Nw==` when applying to show you read the job post completely (`#RNDQuMjMzLjExNi41Nw==`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

## Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)