

Role Profile

Position Title	Technical Support Analyst
Role Holder	TBC
Reports To	Manager – Technical Support
PRA/FCA Approved Person Category(ies)	N/A
Date	June 2021
Location	Brighton
Type of vacancy	External

Overall role

- To support the national technical infrastructure on which corporate systems are maintained and accessed
- Have an awareness of the Treating Customers Fairly (“TCF”) and Conduct Risk strategies
- Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations

Key Responsibilities and Competencies

- **To support the national technical infrastructure on which corporate systems are maintained and accessed**
 - Maintain effective procedures for the maintenance and usage of specific systems as defined by the Technical Support Manager
 - Provide an effective helpdesk service
 - Maintain network security at operating system level, incorporating Cyber Security awareness, training and implementation
 - Technical level knowledge of –
 - Active Directory and Azure
 - Citrix XenDesktop/XenApp
 - VMWare/Hyper-V
 - LAN, VLAN’s, WAN and proximity security systems
 - Maintain and support audio and video conferencing systems
 - Working closely with the business to ensure that their respective critical software systems are maintained and supported providing a robust platform to enable the execution of efficient business processes
 - Liaison and management of services and contracts
 - Implement agreed changes within appropriate timescales
 - Travel to other UK office locations as required
 - Test and maintain Disaster Recovery
 - Provide out of hours call out coverage on a rota basis as required
 - Complete, manage and report on projects allocated

- Ensure effective and timely reporting as required
- Ownership of projects as required by business
- **Have an awareness of the Treating Customers Fairly (“TCF”) and Conduct Risk strategies**
- **Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations**

On a temporary or permanent basis you may be required to undertake other duties in addition to, or in substitution of, those listed in this role profile

Direct Reports

N/A

Internal Relationships

All departments

External Relationships

Communications providers, hardware service providers, software support vendors, third party consultancies, TRG, Fairfax affiliate companies

Authority to Act for the Company

N/A

Conduct Rules

- You must act with integrity
- You must act with due care, skill and diligence
- Except in relation to whistleblowing, you must be open and cooperative with the FCA, the PRA and other regulators in line with procedures agreed with your line manager
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct where applicable

Conduct Standards

All employees are expected to abide by the RiverStone Group LLC Code of Corporate Conduct, the Fairfax Code of Business Conduct and the Fairfax Values

Competence - Desirable Experience

- Educated to degree level or IT Equivalent is desirable
- 2 years corporate experience of a 200 plus user infrastructure

- Industry awareness with alignment to present and roadmap planned installations
- Working experience with IaaS, PaaS, SaaS and general cloud-based applications
- Exposure to Office 365 (Incorporating Office 2016 & Teams)
- Basic administration level of network switches, firewalls and proxies and understanding of network monitoring tools

Desirable Knowledge

- The operation of insurance, claims and finance departments
- A thorough understanding of the current corporate systems and infrastructure
- Azure & Active Directory

Skills

- Planning and Implementation
- Communications
- Analysis
- Diligence
- Interpersonal
- Decision Making

If you wish to be considered for this role, please email your CV to careers@rsml.co.uk.