



Role Profile

IT Support Engineer

Location

Gloucester, GL3 4AH

Salary

£20,000 - £35,000 DOE

Contract Type

Permanent / Full-Time

Blackfinch Group is an award-winning investment specialist with a heritage dating back over 25 years. A trusted provider, we work in partnership with advisers. Our businesses cover tax-efficient solutions, early stage investing, managed portfolio services, property financing and renewable energy. As an environmental, social and governance (ESG) investor, we work for a positive impact. We're proud to be entrusted with over £550 million in assets under management and administration.



Purpose of Role

The IT Support team plays an important role in ensuring the day-to-day operation and IT maintenance of activity across the business. This role is pivotal in helping deploy, support and train staff on all aspects of the organisation's IT infrastructure and software.

Supporting the Group, this role requires proactivity and a collegiate way of working which ensures any downtime is minimalised and new software is adopted and used properly.

Key Accountabilities

- Provide desktop support to all users when required. Including troubleshooting and technical support via phone, web-based tools and email.
- Set up and configure new laptops and desktops, ensuring appropriate apps and securities are loaded.
- Installing and configuring computer hardware, software, systems networks, printers and scanners.
- Liaising with service providers to resolve issues.
- Network and VoIP systems support, installation and configuration.
- Maintain and configure backups
- MDM management
- Administration and customisation of Salesforce.
- Liaising with service providers to resolve issues quickly and efficiently.
- Troubleshooting Network and VoIP systems.
- Office 365 management.
- Appropriate deployment and maintenance of both software and hardware.
- Asset Management.
- Maintain current and accurate inventory or technology hardware, software and resources.

Essential Qualifications

- Hold a BSc (Hons) or BA(Hons) or equivalent, preferably in computer sciences.
- Hold a relevant IT Service desk qualification.

Essential Experience

- At least 2 years' experience managing incidents and requests through a service desk in accordance with an SLA.
- At least 2 years' experience enforcing security best practices.
- At least 2 years' experience of network topologies and setup.
- At least 2 years' experience administration of mainstream Microsoft products (including Office365 & Azure).
- At least 2 years' experience of problem solving.
- At least 2 years' experience of scripting.

Essential Skills & Knowledge

- Must excel in a fast paced environment where critical thinking and problem solving are skills required for success.
- Have strong technical and analytical skills.
- Proven ability to function in a self-directed environment.
- Have a professional, strong and flexible work ethic, self-motivated and tenacious.
- Administration of mainstream Microsoft products.
- Computer architecture and an understanding existing and emerging technologies.
- Exudes self confidence and an ability to communicate at all levels, technical problems and their solutions to support end-user understanding.
- Understanding how to gather and interpret diagnostic information and problem solve.

If you think you have the skills and experience we're looking for, we would love to hear from you. Please upload your CV and record responses to a few questions using the 'APPLY NOW' button below. The hiring manager for this opportunity will review your CV and responses and will contact you shortly.

APPLY NOW

If you require any further information about this role, we're here to help, contact us on **01452 717070**.

Our Values

At Blackfinch we're working to make a difference in the world. We partner with advisers to meet client and business aims. Inspired by the work of Charles Darwin, we're named after one of Darwin's finches, which influenced his theories of evolution.

Our values of 'adapt', 'evolve' and 'thrive' run through everything we do. We continually adapt to changing markets, providing evolved products so that our customers can thrive. These values inform our work as an ESG investor, working towards a more sustainable future.



Offering a supportive environment, championing continuing professional development and sponsoring staff for qualifications.



One of the friendliest businesses in financial services, supporting our people, customers and investee companies.



Providing opportunities to progress plus to take up benefits, and to get involved in sponsorship and charity work
