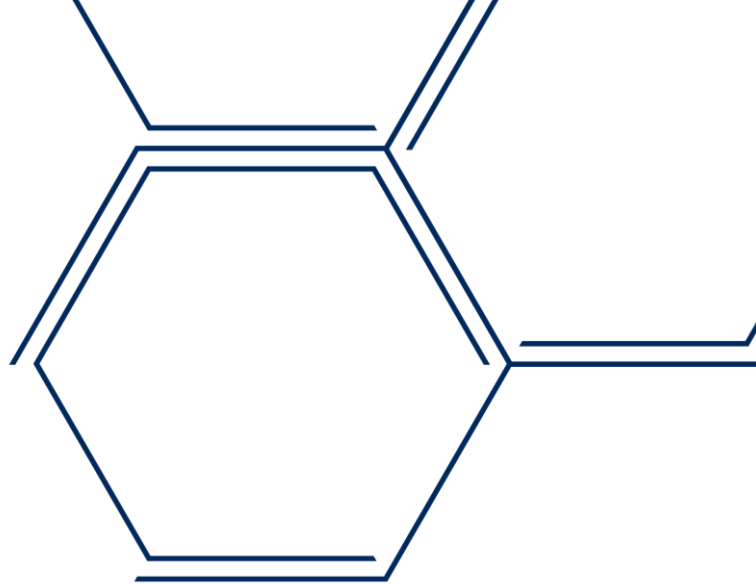


Application Support Analyst Job Description



Who We're Looking For

The overall purpose of the role involves the following functions

- Monitoring the health of all applications
- Report writing / BI
- Bug resolution management
- Database analysis and data fixes
- Ownership of incidents through to resolution

About Benchmark Capital

Benchmark Capital powers financial advisers through insight and integrated tools, services and investment solutions that help them differentiate their client proposition. Helping advisers to look after their clients is at the centre of everything we do. Our award-winning solutions support over 150 advice firms, with £17.1 billion of assets under advice¹

With a technology-led ecosystem of regulatory, platform, and investment services, and our own financial planning business, our approach is guided by delivering safety and security for customers and focused on positive client outcomes.

We believe that first-class client service and integrated technology are essential components for long-term success. Our seamless, holistic approach works in harmony both to empower advisers and their clients and to generate tangible financial and competitive advantages. We work with some of the most successful financial planning firms in the UK, bringing the power of technology to advice and wealth management

¹As at 31.03.21

The base

You'll be based at our Broadlands Business Campus near Horsham in West Sussex. It has high standards and international reputation, without being in the city: a big, countryside campus means life will feel a little different.

We support our offices by using cutting edge software and hardware and our spacious campus facilities mean there's a great working environment for the team. With an on-site restaurant, coffee shop and gym, our campus has much to offer. And commuters can relax on our dedicated regular shuttle bus to and from Horsham's main line train station.

We know that helping you balance personal and professional commitments is a big part of that, so we're open to flexible working. Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need.

What You'll Do

- Investigating and where possible resolving incidents
- Ensuring that all queries are responded to within set SLA timeframes
- Monitoring server infrastructure and application performance
- Assist with application deployments and software patches
- Support the Database team with imports/migrations/bulk data changes
- Logic checking of SQL scripts and procedures

The Knowledge, Experience And Qualifications You Need

- A good understanding on SQL fundamentals, monitoring applications and cloud-based infrastructure
- An in-depth knowledge of MS Office, particularly on Excel
- Excellent written and spoken English
- Confidence and enthusiasm in embracing new technologies and learning new skills
- Technically inquisitive
- An understanding of ITIL

The Knowledge, Experience And Qualifications that will help

- Financial Services industry experience
- Advanced understanding providing support to Cloud based web applications
- A good understanding of C#, Javascript, HTML and CSS
- Advanced knowledge of T-SQL, database troubleshooting and performance tuning of stored procedures
- Experience of working within SAFe methodology
- Able to drive and have access to a car (preferred, not essential)
- 12+ months experience in a Support Analyst role
- ITIL Certified

What You'll Be Like

- An excellent telephone manner, friendly, professional and customer focused
- The ability to work to deadlines and effectively manage tasks
- Excellent time keeping
- Able to manage multiple jobs and demanding workload
- Desire to learn new skills and wants to challenge themselves
- Ability to work autonomously
- Proactive approach to dealing with issues
- Dedicated work ethic with regards of seeing issues through to resolution

We're Looking For The Best, Whoever They Are

Benchmark Capital is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.

Important Information: Issued by Benchmark Capital Limited, Broadlands Business Campus, Langhurstwood Road, Horsham, West Sussex, RH12 4QP. Registration in England No 09404621.