



IT Operations Engineer

Job Description

Who We're Looking For

We're looking for an experienced and analytical IT professional who can deliver first class services across and organisation. You will be happy working as part of a team, but also be comfortable working alone when required. This position is responsible for the support, security and availability of the Benchmark Capital Group IT infrastructure and systems from a Business as Usual (BAU) perspective and from unexpected challenges that arise within IT along with providing guidance and support to other teams within the business.

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

- To act as an escalation point for the service desk team. Helping them to resolve tickets, prioritising as necessary, resolving them within agreed timescales.
- Adhere to documented procedures and controls.
- Work with the information security team to ensure that the company complies with regulatory standards and best practices. Also help with IT related verifications, audits and due diligence.
- Operations, maintenance and monitoring of our Active Directory, applications, servers, backups, Azure Cloud & Office 365.
- Ensure all critical systems and data is backed up and kept in a secure state.
- Escalating to and working with other technology teams as necessary especially during new project deliveries.
- Liaise with and provide education to staff on computer operation, Infrastructure Policies & Application use within the business and other relevant issues.
- 3rd line support of telecoms, conferencing and collaboration systems.

The Knowledge, Experience And Qualifications You Need

- Are proactive and persistent when it comes to problem solving. You enjoy finding the best solution and will always try to creatively work around issues.
- Experience of working as part of a technology team.
- An excellent working knowledge of virtualisation technologies (On-Premise or Cloud).
- Working within a ticket-based workload (Changes, Problems, Requests and Incidents).
- Managing Microsoft Windows server, active directory and group policy.
- Administration of MS Office 365.

- Excellent interpersonal, time management and communication skills - both written and oral.
- Experience in writing technical documentation and reports.

The Knowledge, Experience And Qualifications That Will Help

- A strong understanding of scripting using Powershell.
- Good working knowledge of backup solutions.
- Deploying policies and software with MS Endpoint Manager/Intune
- Administration of email system(s) with knowledge of security aspects.
- An understanding of networking principles which includes troubleshooting.

What You'll Be Like

- Highly motivated self-starter, willing to learn and embrace change
- Positive attitude
- Excellent time management and ability to prioritise work
- Ability to motivate others
- Accountability
- Operates in a highly organised and structured manner in a challenging, fast paced environment

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.