

Job title:
**Service Support
Analyst (2nd Line)**

**Hours: 35 hours per week,
Monday-Friday hours between
8am-6pm on a Rota basis**

Location:
Cardiff

Salary:
**up to £27,000 per annum
plus annual bonus**

Responsibilities

1. Provide technical and functional support for the Infrastructure and Desktop environments, resolving incidents, investigating and solving problems and liaising with other teams and third parties to ensure proper implementation of solutions (in accordance with agreed Change Management procedures). Ensure service levels meet business needs.
2. Working closely with the Infrastructure, IT Security, Development and Business Application teams to ensure Incidents Problems and service Requests are escalated correctly and resolved with agreed SLA's
3. Perform monthly maintenance and patching of the desktop environment
4. Carry out new employee inductions and IT training
5. Maintain and develop the core PC build
6. Provide Hardware and Software support for the IT Infrastructure and Desktop environments including Telephony and Printing
7. Installation of software and hardware in line with Motonovo policies and procedures
8. Provide on and off-site Disaster Recovery support for all MotoNovo's systems and services



9. Identify opportunities for improvements that will assist business users and escalate problems and issues through the change management process.
10. Undertake ad-hoc technical queries and project work; provide expertise and support to IT colleagues in the development, set-up and implementation of new and revised services in the MotoNovo Finance IT Infrastructure and desktop portfolio.
11. Assist with the identification of new technologies, processes or methodologies that will best meet organizational needs.
12. Create and maintain system, process and user documentation as required to enable support of the environment within the agreed Service Levels.
13. Maintain an up-to-date, thorough knowledge and understanding of the Company's IT systems, products, services, and business processes in order to provide a knowledgeable service at all times.
14. Research and keep abreast of industry trends and developments in order to develop systems that will support new/existing products, procedures and business strategy to ensure business competitiveness is maintained. Recognise and recommend improvements to services and products offered by the IT department.
15. Maintain a comprehensive and up to date knowledge and understanding of MotoNovo Finance products and services, providing accurate information and proactively promoting them where appropriate
16. Maintain an up-to-date knowledge of regulatory and legislative information related to MotoNovo Finance products and services (e.g. ICOB, FCA Rules, Money Laundering, Data Protection, etc.) as advised by Line Management. Ensure all Money Laundering issues are reported appropriately.
17. Maintain good knowledge and understanding of all relevant policies and procedures relevant to the role, being compliant with these policies and procedures at all times.

