



HIGHVERN

PRIVATE CLIENT FUNDS FAMILY OFFICE

POSITION:	IT Analyst
REPORTS TO:	Senior IT Analyst
ROLE PURPOSE:	<p>Highvern is a leading, independent professional services firm specialising in offering high-end trust, company, and fund administration services to a number of the world's wealthiest families.</p> <p>Through management of an IT Helpdesk, analysis of core business processes, and development of system changes, the role holder is responsible for ensuring that the platform, and applications, are fully aligned to the proposition and ambitions of the business at all times.</p> <p>In order to do so, the role holder will be responsible for co-ordination of the helpdesk function, conducting analysis and implementation of process improvements, and maintaining IT operating procedures, to support the business in achieving its goals.</p>
KEY ACCOUNTABILITIES:	<ol style="list-style-type: none">1) Helpdesk Co-ordination – management of user requests, system issues, and IT incidents, in order to support wider business2) Application Support – ensure that applications and processes are being used efficiently to gather, control, and update information3) Hardware Configuration – install, rebuild, and perform updates to work stations, and other IT hardware4) Document Maintenance – create and maintain operating procedures, network diagrams, and relevant IT control documents5) Subject Matter Expert – act as a point of reference to other members of the department, wider business, and external 3rd parties6) Compliance – alignment with all Company policies, and maintenance of all/any required Continuous Professional Development standards
SCOPE:	All business applications, interfaces and workflows.
SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED:	<p>IT experience and / or an interest in IT and a willingness to study towards a relevant qualification</p> <p>Good analytical skills with ability to solve problems using a variety of techniques.</p> <p>Ability to communicate clearly in presentation & verbal form Strong team player, with ability to work well with others</p>