



An alternative career in finance

IT Operations Analyst

Following strong organic growth we are on the lookout for bright individuals to join our team; individuals who are motivated and want to deliver excellence in fund and corporate services.

Since our inception in 2001 we have placed a strong emphasis on the personal and professional development of our employees, providing an opportunity for individuals to truly progress and shine. This investment on the people behind our services has paid off and we are proud to have maintained an industry-leading employee retention rate for over ten years.

To find out more or apply, visit aztecgroupp.co.uk/careers, email careers@aztecgroupp.co.uk or call us on +44 (0) 1534 837562.

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Aztec Group is an
ACCA Platinum Employer



AZTEC
GROUP

Job Description

IT Operations Analyst

Reports to local IT Senior Manager and Group Helpdesk Lead

The purpose of the position is to ensure the efficient day to day running of the company by dealing with various IT queries as they are reported to the helpdesk. The ideal candidate should also be able to clearly demonstrate sound technical, analytical, organisational and communication skills, as well as having good knowledge of all production systems and procedures.

Key responsibilities:

- + Monitor support cases and work with support staff to provide effective prioritisation and resolution, locally and across the Group where appropriate
- + Deploy workstations and software as well as management of their updates
- + Prepare and maintain procedure and configuration documentation relating to the desktop, server and network environments
- + Perform hardware repair and maintenance
- + Accurately manage and document the IT asset inventory
- + Maintain quality service by establishing and enforcing Aztec Group standards
- + Assist with office moves (mainland Europe)
- + Undertake ongoing professional development including the attaining of professional qualifications as agreed with the Head of IT Infrastructure
- + Work on projects as required

Skills, knowledge, expertise:

- + At least 2 years' experience within an IT environment
- + Strong technical background in MS Office products
- + Excellent interpersonal skills with the ability to communicate at the appropriate level of detail and technical content for the target audience
- + Ability to present ideas in a clear and concise manner using business and user-friendly language
- + Excellent attention to detail
- + Excellent communication and relationship building skills
- + Proven analytical and problem solving abilities
- + Demonstrated organisational skills with the ability to prioritise and manage a diverse workload

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General information:

- + Travel to other jurisdictional offices as required

We will provide the training, both in house for relevant technical knowledge and also professional qualifications to enhance your professional development. You will need to be quick to learn new systems and great with people, as close working relationships between our colleagues and clients is at the heart of what we do.

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