



An alternative career in finance

Senior Service Delivery 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 01534 833017.

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Aztec Group is an
ACCA Platinum Employer



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Job Description

Senior Service Delivery Analyst

Reports to the Senior IT Service Delivery Manager

The purpose of this position is to provide IT support across the Aztec Group, whilst having site responsibility for business escalations within the Southampton office. The role holder should be able to demonstrate strong technical, leadership and communicational skills, whilst delivering a proactive service focused capability to the business.

Key responsibilities:

- + Delivering strong technical first point of contact support for all of the IT services consumed by a mobile workforce across the Group, achieving high resolutions at first interaction
- + Accountability for onsite support provided within the Southampton office, as well as occasional travel required to similarly deliver within the London office
- + Utilising the Group's Service Delivery tool "Ivanti", provide effective prioritisation and resolution of Service Requests and Incidents for all jurisdictions
- + Deploy and maintain all end user hardware and software, and accurately manage the IT asset inventory
- + Build a strong collaborative relationship with business users and gain a good understanding of the business needs that are supported
- + Be the point of escalation for the Southampton business, relating to IT support issues
- + Assist in analysing and resolving persistent issues based on root cause analysis
- + Maintain quality service delivery by establishing and enforcing standards aligned to the ITIL framework
- + Develop strong relationships across the IT department to assist in successful project delivery and knowledge handovers, where required
- + Assist in the preparation, deployment, and post-support of office moves / relocations
- + Prepare and maintain procedures and configuration documentation relating to all aspects of the services delivered, including knowledge base articles for end users
- + Ongoing personal development including attaining professional qualifications as agreed with the Senior Service Delivery Manager
- + Build effective business relationships with key suppliers and contractors for the IT Service function
- + Identify Continual Service Improvements to aid the day to day works of the business

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Job Description

Senior Service Delivery Analyst

Skills, knowledge, expertise:

- + Strong experience within an IT environment
- + Strong technical background in Microsoft products
- + A positive and proactive approach to service delivery
- + Proven analytical and problem-solving abilities
- + Excellent attention to detail
- + ITIL foundation certification not essential but an advantage
- + Excellent communication and relationship building skills with immediate colleagues and end users
- + Demonstrated organisational skills with the ability to prioritise and manage a diverse workload, delegating tasks when needed
- + Travel to other jurisdictional offices may be 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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