

Graduate Support Technician– FinTech IT Software Company

About Us!

EValue is a young, fast paced, growing FinTech company and the leading UK provider of financial planning and advice technology.

Working with over 80% of large financial institutions in the UK, EValue's white labelled solutions were used by approximately 200,000 consumers and financial advisers in 2017.

We have 70+ talented integrated specialists, working across offices in Newbury and London

The benefits of joining our exciting team

As well as offering fantastic opportunities for career progression, you will be joining a friendly and relaxed working environment where you will be continuously supported and encouraged to reach your full potential. We have an open culture where you are encouraged to find and fix problems and not to pass them on to some other team. We're a great environment for makers and builders.

Sound like you?

We have fantastic benefits, including

- 25 days annual leave, bank holidays, one extra 'company day' for Christmas plus the option to buy a further five days annual leave
- Generous company pension scheme – up to 10% employer contribution
- Bonus
- Private medical
- Long term disability and Life Insurance
- Study support policy
- Free parking
- A huge range of free hot and cold drinks
- Excellent fully funded company events
- Company football team and Table Tennis team
- Quarterly Poker nights with pizza!
- The opportunity to support local charities through fundraising events organised throughout the year

The job!

We are on the lookout for a highly motivated Graduate Support Technician within the EValue Support team. The job offers the opportunity to be responsible for the ongoing support and maintenance of EValue's market-leading stochastic modelling solutions to the financial services industry.

We have open security and collective ownership - you don't ask someone to fix something, you fix it yourself where possible. You have access to see how stuff works and play with it.

We are lean and agile in the lower-case sense. Technical decisions are usually delegated, and meetings are kept to a minimum. You get requirements and responsibility for figuring out how to implement them.

We believe in achievers getting recognised and this is reflected in flexibility being offered with hours and our fantastic bonus system. In fact, we have such a great approach to the employee experience we are one of the shortlisted companies for the Employee Experience Awards!

What you will be doing

As part of the Support team you will be responsible for offering a support service to external customers who are using EValue software products, to register suspected Incidents or request assistance through submission of Service Requests.

Provision of a service desk function for internal customers, including where resolver teams identify faults which need to be recorded and managed to completion.

You will be working hand in hand with senior members of the Support team, Development team, Web designers, Business Analysts and Actuarial testers to support, develop and deploy EValue products.

Your duties will include:

- Logging queries received via email, telephone or walk-ups.
- Assigning to resolver groups and acting as an information conduit between customer and resolver team, ensuring SLAs are met.
- Managing all Incident Management and Service Fulfilment cases to completion.
- Maintaining client and product data for use by all areas of the business.
- Providing a reporting function for Client Relationship Management.
- Carrying out Problem Management activities through tracking and trending of reported issues.

- Provision of a Major Incident Management function in the event of high priority incidents.
- Maintaining and identifying improvements to existing processes or supporting documentation.

Desirable Experience

- It's great if you've done support before and have some experience of ITIL
- We move quickly, so fast learners and analytic thinkers - whether for processes or technical skills have a huge advantage.

Skills & Qualifications

Good customer service skills using email and telephone communication channels is essential. You must have the ability to prioritise cases and maintain update schedules.

The successful candidate will be adaptable and willing to offer constructive suggestions for continual service improvement.

Ability to communicate effectively using appropriate questioning techniques to ensure all required data is passed to the resolver teams, aiding swift resolution. ITIL knowledge preferred for this role.

If you want to be part of a business that is looking to shape the future of financial services, contact us today!