

Junior Support Analyst

London

An exciting opportunity to work as a Support Analyst within the Trading, Risk and Operations (TRO) IT delivery department of a Global Fortune 500 fuels company.

The TRO team is looking for an energetic individual to join the support team. The TRO team is integral to the companies trading activities and works closely with the business to deliver world class IT solutions.

The successful candidate should excel in communication skills, have a personable and professional attitude towards work and thrive in a fast-paced workplace.

Responsibilities

- » Working with teams from around the world, the support analyst will perform daily checks and resolve common user issues with complete accuracy. This will include helping users with new issues and performing repetitive activities.
- » To excel in the role the candidate should show the initiative to find solutions to repetitive tasks by automating and engineering processes to remove their manual checks.
- » Relationship management and dealing with people is the key to performing in this role. Experience is secondary to someone who can listen, understand and relay user issues. The candidate will not know the answer to every issue so should be able to understand the user's problems, attempt to fix themselves and seek help within the team if they cannot resolve themselves.

Other activities include;

- Attending team meetings
- Managing a service desk ticket queue
- Work with senior team members on difficult issues
- Documenting issues
- Find and propose root cause fixes
- Training appropriate to role

Essential:

- » Willingness to learn and push oneself
- » Enjoys communicating and learning new skills
- » Happy to talk, listen and give input into the team

Desirables:

- » Previous IT based skills
- » Microsoft office basic skills
 - a. Excel
 - b. Word
- » Knowledge of sql (Not essential)

People are key to our continuing success; we work hard to reward, develop and retain staff. We offer a competitive salary, career progression opportunities, along with a comprehensive benefits package which includes;

- 25 days holiday per year, increasing by 1 day after 5 years' service for every full year up to a maximum of 30 days plus bank holidays
- Private Medical Insurance
- Worldwide Travel Insurance
- Company Pension
- Life Insurance cover of 4 times basic salary
- Eye Care Vouchers, Flu Jabs
- Ride to Work Scheme
- Access to a discount site for things like eating out, health and leisure etc.
- You will also have access to the 24/7 Employee Assistance Programme.
- Free tea/coffee, fruit

If you are interested in joining the Greenergy team, please submit a current CV along with a cover letter in support of your application.

Applications without a covering letter will not be considered.

Please note, due to the volume of applications we regret to advise you that we are unable to respond to Candidates who are not short listed for this role.

If you should have any queries regarding this position please call Debbie Rees 01827 302298

No Agencies - thank you.