

# IT Support Analyst – Trading Risk and Operations

London

Greenergy is Britain's third largest private company and the UK's top road fuel supplier, with sales, including duty, of nearly £15 billion. The company sell around 200 million litres of fuel every week

to customers including major oil companies and supermarkets. Greenergy trades in physical and paper oil and manages credit and market risk.

The IT division manages Greenergy's systems and operations, from trading through to forecourt delivery, as well as delivers programmes to support the strategic vision of the organisation.

## Description:

- » An exciting opportunity to join an exciting and fast paced IT team within an Oil company.
- » The successful candidate will work within the Trading Risk and Operations IT team, supporting trading systems and their users.
- » In this position you will have the opportunity to help deliver growth to the business; implementing, supporting and maintaining the core Trading system.
- » The successful candidate will have a varied role. Taking calls from users, managing support issues and dealing daily with Business users and teams. The candidate should have broad communication skills and be comfortable running meetings and presenting to senior Business users.
- » The team you will be working in supports a number of applications. Delivering both new functionality and supporting existing tools. To be successful in this team the candidate must be willing to turn their hand to many new areas. This will be a highly pressured but rewarding role with the successful candidate delivering technologies and processes that will drive a market leading company.

## Main duties of the role:

- » Bug resolution with ETRM vendor
- » Business Support resolution
- » Attend team meetings
- » Contribute to business change
- » Users inter-facing/interaction or customer service
- » Analysing/Reporting potential application issues

## Experience and qualifications:

- » Strong analytical and problem solving skills
- » University Graduate – preferably from business or IT
- » Knowledge of Basic IT Applications

## Personal skills:

- » Strong communication skills, reliable and co-operative team member.
- » Ability to work across both Business and IT and communicate effectively with both.
- » Commitment to getting the job done, willing to 'get hands dirty' to deliver objectives.
- » Flexible and adaptable; ability to work in ambiguous situations.
- » Focused on achieving results using all resources available from initiation through to delivery and feels comfortable to challenge and be challenged.
- » Recognises the importance of the end user through creating opportunities to talk to end users on a wide scale and supporting/enabling decisions to be made based on end user feedback and insights.
- » Proactively reflects and challenges when results aren't being achieved and addresses areas requiring resolution. Coaches others to recognise barriers to success and enables others to manage these issues.

## Beneficial skills:

- » Experience of working in IT support team
- » Experience in logistics or physical trading environments.

To apply for this role please submit a current CV along with a cover letter highlighting how you meet the competencies for the role and detailing your previous experience to [deborah.rees@greenergy.com](mailto:deborah.rees@greenergy.com)

Your cover letter along with your CV will be used to assess your application, therefore 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

The Greenergy logo features the word "Greenergy" in a bold, dark blue, sans-serif font. A thin green vertical line is positioned to the left of the text, extending from the bottom of the page towards the top.