

Overview:

As a Senior IT Operations Analyst based in London, you will be part of a global IT team working with Mount Street’s financial services business focusing on delivering efficient IT operations to users in ten offices in Europe and the USA.

The role would suit a university graduate looking to take the next step in their career development. Ideally you will have a minimum of three years’ work experience and a passion for information technology. You have the drive to learn more about financial services and a keen interest in emerging technologies.

The role offers the opportunity to develop further skills across a broad range of topics including software development, hardware, cloud & AI services. Mount Street is a financial services company using technology to drive digital transformation in the credit markets and you will play an active part in this.

You need to be an analytical person, able to use your own initiative to identify and solve problems. You will have effective communication and people skills, and you will enjoy interacting with other employees daily.

There are excellent opportunities for growth and progression. You will have the opportunity to choose your focus from one of three key areas: DevOps, Desktop Support, or Information Security.

You will be collaborating with an experienced IT and InfoSec team that relishes challenges, enjoys creativity, and explores new and interesting technologies to help the organisation better manage assets for our clients.

The role is hybrid, 3 office days and 2 remote days per week.

Vacancy Reference Number: MSMS 2024-039

Location: London

Job Description

Business Entity: Mount Street Hibernia Servicing Limited	Review Date: December 2024
Cost Code/ Business Unit: 31 - Overhead	
Division: IT Development	Department: Technology
Corporate Title: Senior Associate	Functional Title: IT Operations Senior Analyst
Ultimate Reporting Line: James Bliss, Director, Head of IT Operation	
Responsible For: <ul style="list-style-type: none"> • Configuring Microsoft 365 services and applications • Purchasing, configuring, and fixing computer hardware • Setting up mobile devices • Installing Windows operating systems • Supporting employee on-boarding and off-boarding process • Adding content to the company WordPress website. • Developing scripts and tools to automate processes such as deployment, testing, and reporting. 	

- Assisting developers with creating and maintaining development and test environments
- DevOps support for the in-house developed CreditHub application including working with Jira, Git, SonarQube and CI/CD
- Working with InfoSec to review vulnerabilities and deploy patches via Intune.
- Building automation solutions for business users with Microsoft 365

Explain who will cover the role when current individual is absent from the office:

James Bliss and Leo Jesus will cover the role

Purpose (a brief encapsulation of what the jobholder is required to accomplish):

To strengthen the IT Operations team and enable Mount Street to take on more IT Operations improvement projects

Core Responsibilities (6-10 points subdividing the role into areas of functional responsibility):

- Configuring Microsoft 365
- Managing Azure cloud services
- Setting up new equipment
- Supporting the employee on-boarding & leavers process
- Maintaining asset inventories of IT equipment and software
- Deployment of software (OS, Applications, patches) via Intune, Autopilot and CD pipelines
- Maintaining the company website (WordPress)
- Providing support to CreditHub users
- Improving and automating Business Processes using Microsoft 365 tools

Skills and Competencies (Key skills, competencies and attributes required for success):

- Good understanding of Windows & iOS
- Microsoft 365 E5
- Microsoft Azure
- Scripting (PowerShell or Python)
- Databases (preferably SQL Server)
- Independent problem solving with drive and determination.
- Team player able to work effectively with the global employees.
- Effective communication skills, able to work with internal staff and clients.

Essential Approved Persons Examinations (e.g. FSA, CFA):

N/A

Professional Examinations required (e.g. ACCA):

N/A

Other skills required, essential or desired (e.g. languages):

Fluent in English (standard needed for clear business communication)
Desirable to be able to speak another European language – Spanish or German

Please note that to ensure compliance with DSGVO/GDPR it is essential for ALL CV's received for prospective candidates who are not appointed MUST be deleted and not saved. If a CV is forwarded onto a colleague please advise them of this rule and please delete the sent email from your history also.

Mount Street is committed to creating an inclusive and equitable environment for all. We believe that by harnessing different backgrounds, experiences, and perspectives our teams bring a greater breadth and depth of knowledge and expertise and are better placed to support the clients and communities we serve. Creating a truly inclusive working environment is the responsibility of every member of our team. We openly welcome all candidates and their unique contributions irrespective of age, colour, disability (physical or mental), education, ethnic origin, gender, gender identity or expression, nationality, marital or family status (including pregnancy or parental status), race, religion or belief, sex, sexual orientation, veteran status or by any other range of human difference brought about by identity and experience.

Research shows that women and members of other under-represented groups may not apply to jobs when they believe they may not meet every qualification. If you are enthusiastic about this opportunity, and feel you have something to offer, we encourage you to apply.

We will ensure that reasonable adjustments or accommodations are made at each stage in our hiring process for individuals with disabilities. If you require an accommodation or adjustment, please contact the HR team on HR@mountstreet.com or +44 (0) 20 7659 7051.