



# Application Support Analyst

**Department:** IT

**Reports to:** Head of IT

**Main Location:** Cambridge House, Henry Street, Bath

## About Novia Global:

Novia Global launched in 2015 and is an international online wealth management platform. We provide the technology to enable professional advisers to invest efficiently on behalf of their clients.

Our aim is to meet the investment needs of the internationally mobile client, nationals who have moved abroad and trustees requiring access to greater investment choices.

Through the platform, we offer access to a Global Investment Account and an International Self Invested Personal Pension (SIPP) with underlying assets include investment funds, exchange traded funds and shares.

For more information about us, please visit our [website](#).

## Job Summary/Purpose:

The Application Support team provide support and maintenance for the core line of business applications used by Novia Global.

As part of this team, you will be responsible for providing timely and high-quality support services to the Novia Global user base and will become a subject matter expert for the software and integrations used within the organisation.

You will be able to spot areas where processes and procedures can be enhanced and streamlined and will have a drive to continually improve both yourself and the services provided by the team.

## Key Responsibilities:

- > Provide support for all Novia Global line of business applications
- > Escalate tickets to 3rd party support providers when required
- > Take ownership of tickets through to resolution, including when escalated to 3rd party support providers, to ensure issues are resolved in a timely fashion and communication is maintained throughout
- > Liaising with 3rd party support providers to ensure application availability and readiness is always maintained
- > Root cause analysis, assessing the impact of incidents, and proposing enhancements to reduce the risk of repeat events
- > Execute day to day tasks and work within the team to maintain high-performing systems for all applications, ensuring availability to business users
- > Carry out testing on updates to applications prior to rollout to the live environment
- > Document and develop all application related processes and procedures, and maintain documentation once created
- > Suggesting improvements to processes and procedures to enhance the performance of the team

You will, from time to time, be required to undertake other activities that fall within your capabilities as directed by management.

## Core Competencies

### Client and Customer Focus

Add value to client/customer, adhere to Treating Customers Fairly principles, and operate as a true business partner.

### Communication

Communicate clearly and concisely, tailoring content and style, with ability to make a positive impression on others.

### Time Management

Be able to manage workload effectively whilst performing at a high level.

### Business Focus

The motivation and ability to apply good practice and follow company procedures at all times.

### Operational Excellence

Continually delivering and improving excellence for clients and customers.

### Expert Knowledge

Consistent application of professional or specialist knowledge and skills; takes opportunities to contribute to policy and best practice.

### Working With Others

Working successfully with others and building a network of good relationships in order to achieve shared goals.

### Performance Focus

Demonstrate energy and enthusiasm, takes ownership, delivers results and improves personal performance

## Authority Levels and Decision Making

- > Changes in process and procedures
- > Input into annual IT planning process
- > Financial spend within authority levels

## Specialist Skills, Qualifications and Experience:

### Essential:

- > Financial Services background and experience in dealing with UK platforms
- > Excellent judgment and creative problem solving skills
- > Highly organised, self-motivated, results oriented with an ability to demonstrate high levels of tactical, analytical and flexible thinking
- > Operationally and Client service/relationship focused
- > Exceptional written, oral, interpersonal, and presentation skills
- > Effective stakeholder management skills
- > Ability to understand and contribute to team development and planning
- > Team player who can multitask

**Desirable:**

- > Similar role held in a Wrap Platform business
- > Minimum 2 years' experience in a similar role ideally gained in a high-growth organization.
- > Energetic, flexible, collaborative, and proactive; a team member who can positively and productively impact the success of the team
- > Self-reliant, good problem solver, results oriented
- > Ability to operate as an effective tactical thinker

**Some of the benefits of working at Novia Global:**

- > Competitive salary
- > 25 days holiday entitlement, with the option to purchase or sell up to 5 additional days per year
- > Discretionary bonus scheme
- > Office and remote working
- > Supported and encouraged professional growth and development
- > Regular social events
- > Flexible dress code
- > Private Medical Scheme
- > Income Protection Scheme
- > Group Contributory Pension Scheme (Employer 6% Employee 3%)
- > Technology and Cycle to Work Schemes
- > Internal Mentoring Scheme
- > Employee Assistance Programme (EAP)
- > Interest free season ticket loans for travel costs
- > Various corporate gym membership rates

To apply for this role, please email an up-to-date CV to [HR@novia-global.com](mailto:HR@novia-global.com)