



# Senior IT Engineer

**Job Title:** Senior IT Engineer

**Department:** IT

**Reports to:** Head of IT

**Main Location:** Home based with 1 day/week in office (dependent on requirements)

## 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 a 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 IT team provide support and maintenance for the core network, security, infrastructure, and IT applications used by Novia Global.

As part of this team, you will be responsible for implementing new technologies and products to enhance and protect the IT environment, whilst providing timely and high-quality support services to the Novia Global user base. You will become a subject matter expert for the Novia Global IT estate.

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.

Novia Global have a multi-cloud infrastructure, with an increasing number of SaaS provisions. The successful candidate will either have knowledge of this area already or be able to adapt existing knowledge in a short space of time.

The role will be home based with 1 day/week in the Bath office. This may vary according to short-term requirements, without fundamentally changing the home-based nature of the role. Some out of hours/weekend work will be required in line with normal IT business practices for rolling out new technologies and carrying out maintenance. Travel to other offices may also be required occasionally.

## Key Responsibilities:

- ◇ Implement new products and technologies in accordance with the annual IT plan and the changing requirements of the business. This may be with the assistance of 3<sup>rd</sup> parties, but will often need to be done within the existing team.
- ◇ Monitor existing systems to ensure excellent performance and to identify potential issues and improvements.
- ◇ Maintain and improve the security & integrity of the Novia Global network.
- ◇ Provide support for the Novia Global IT estate.
- ◇ Escalate tickets to 3<sup>rd</sup> party support providers when required.
- ◇ Take ownership of tickets through to resolution, including when escalated to 3<sup>rd</sup> party support providers, to ensure issues are resolved in a timely fashion and communication is maintained throughout.
- ◇ Liaising with 3<sup>rd</sup> 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 systems and applications prior to rollout to the live environment.
- ◇ Document and develop all technology 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.
- ◇ Decision making during project process.
- ◇ Input into annual IT planning process.

## Specialist Skills, Qualifications and Experience:

### Essential:

- ◇ Financial Services experience
- ◇ 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

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