



Role Profile

Job Title	Assistant Bridge Technician	Reports To	IT Operations Manager	Location	Bradford Listerhills
Job Code		Grade		H2	
Date Created / Updated	September 2021	Department		IT	

<p>Purpose: To ensure that all Otto-UK computer systems are operated, controlled and monitored within agreed procedures. The job holder is also responsible for ensuring that all IT related problems are acted upon, with escalation in a timely manner where appropriate.</p>	
<p>Your Role Accountabilities</p> <ul style="list-style-type: none"> • To ensure that all production deadlines for operational systems are met within agreed quality standards and procedures. • To ensure that all required data backups are performed and secured offsite on a daily basis, in order to maintain the security and integrity of company data • To monitor all bridge screens and alarms, to ensure that issues and problems are detected as quickly as possible / within service levels where defined • To act upon all production related problems in accordance with laid down escalation, resolution and reporting procedures, ensuring minimal impact on users • To maintain departmental standards and procedures, and make recommendations where necessary to ensure that all documentation is relevant • Provision of Service Management statistics – particularly the daily service report • To liaise, where appropriate with both 3rd Party customers and suppliers • To act as the IT Service Desk • To maintain a central point of contact for all IT users • To be committed to the fair treatment of customers at all times • Ensure compliance with all applicable UK and local regulations, Company Policies and FCA Conduct Rules • Demonstrate behaviours in line with our Company values • To take reasonable care for the health and safety of yourself and other persons who may be affected by acts and omissions at work 	<p>Skills & Experience</p> <ul style="list-style-type: none"> • Have good knowledge of Windows operating systems and general computing skills, • Customer Service focused with excellent communication skills and the ability to deal with staff at all levels throughout the business as well as external suppliers. • Have the flexibility to undertake shift work, including nights and weekends. • Have the ability to work both under own initiative and as part of a team to troubleshoot IT issues through a helpdesk system and directly with users. • Be an enthusiastic self-starter with fluent written and verbal English communication skills. • Knowledge of IBM systems is desirable, but not essential.