

Computer Support Analyst

Reporting to the IT Operations Lead, The Computer Support Analyst is responsible to provide first line support of critical systems including response to exceptional error conditions as they occur with the aim of solving the fault if possible or referring it to second line. This includes batch processing according to pre-established schedules, oversee special batch processing runs, trials and tests.

The job holder is responsible for the tasks within their shift and must be able to respond to enquiries from users, specialists, and suppliers of service and goods and external agencies. Must be able to demonstrate commitment to maintaining a good level of service at all times and adopting a customer centric approach. This is particularly emphasised in the areas of security, batch scheduling and backup and recovery.

The role is responsible for taking appropriate action in response to any non-scheduled or non-routine incident affecting delivery of the service to customers. This may encompass establishing procedures, amendments to work scheduling, changes to equipment and other facilities used including the provision of planned and unplanned maintenance, and all aspects of security.



West Brom
Building Society

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Computer Support Analyst

Key Responsibilities

- The job holder is accountable and responsible for the work that is carried out during their shift and communicating a handover document at the end of each shift
- The job holder will provide first line support for any system or job failures during their working shift and empowered to make the right decision to ensure all Business SLA's are met out of hours.
- The job holder must be able to make valued judgement based on their experience to ensure that all agreed objectives and performance criteria are met. This may also involve working additional hours to ensure SLA's are met.
- It is very important that the job holder's work is accurate due to the high level of access to the core systems as any operational error could result in drastic consequences resulting in embarrassment and expense to the Society.
- In the absence of the I.T Operations Team Lead, the jobholder will be responsible for prioritizing and scheduling workloads on shift without supervision and must ensure that all deadlines are met.
- The job holder will be required to update manuals and procedures where needed and investigate job and equipment failures and document their subsequent resolutions.
- The job holder is responsible for the maintenance, development and configuration of the Societies backup and recovery solution. This includes ensuring the completeness of the backups, resolving any failures, performing regular recovery tests, producing reports detailing any failures and documenting the resolutions.
- The job holder will be required to ensure that service level agreements (SLA) are met.
- The role will manage the distribution, installation and maintenance of Windows Security patches across the server estate to agreed SLA's.
- The job holder will be responsible for the efficient running of job schedules while on shift to ensure that work vital to the business is processed in a timely manner.
 - This may involve taking corrective action where necessary either on shift or out of normal working hours. There will be a requirement to design and implement new batch schedules as well as support and maintain existing schedules as part of an ongoing service improvement process.
- The job holder will provide onsite support to the society's systems and only refer problems to second line support or specialists where the nature of the problem falls outside their training and experience.
- In this event the job holder will progress the problem and ensure that a satisfactory solution is arrived at and that escalations to management are made if necessary.
- It will be a requirement to provide out of hours support for overnight and weekend batch processing as well as 1st line support for critical core systems. This will be on a rota basis.
- The job holder will be required to work a Saturday shift on a rota basis. Dependant on available resource this will be once every four weeks.

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- The job holder is responsible for the tasks within their shift and must be able to respond to enquiries from users, specialists, and suppliers of service and goods and external agencies.
- Must be able to demonstrate commitment to maintaining a good level of service at all times and adopting a customer centric approach.
- Will be able to build effective working relationships with internal personnel and external organizations.

Key skills and experience

- Be an effective communicator to respond to a range a queries
- Must be able to demonstrate commitment to maintaining a good level of service ensuring that all operational, logging, reporting and monitoring procedures are carried out effectively.
- Have experience and responsibility for taking appropriate action in response to any non-scheduled or non-routine incident affecting delivery of the service to customers. This may encompass:
 - establishing procedures,
 - amendments to work scheduling,
 - changes to equipment
 - and other facilities used including the provision of planned and unplanned maintenance, and all aspects of security.
- Providing support for service failures and resolving the problem immediately where possible.
- Ability to identify the scope a problem and where needed refer it to the second line of support or specialist teams.
- To have a good understanding of batch scheduling and backup and recovery solutions, preferably BMC Control M and Veeam Backup and Replication.
- The job holder must be capable of gaining a sound understanding of the critical systems within the Society.
- Have experience providing services based on SLA's and taking necessary corrective action to ensure agreed SLA's are met.
- To have a good understanding of Microsoft office products as well as a keen interest in IT

Values and Leadership Competencies

We take pride in our Values and Leadership Competencies, as they detail the way we should lead and behave towards both customers and colleagues alike. They are central to our behaviours to ensure that the customer is at the heart of everything that we do:

Making a You- Shaped Career

Computer Support Analyst

Our Values

- Be Passionate – make a difference
- Care – do the right thing
- Be Real – authentic & transparent
- Do it Today – be resourceful & work efficiently
- Own It – take responsibility
- Better Together – Collaborate

Leadership Competencies

At the West Brom we support our people to be the best leaders that they can be. By communicating expectations clearly, we can identify development needs, address these and in doing so improve individual, team, and business performance, thereby supporting our Purpose. This will lead to us all achieving our potential and delivering for our customers.

Leading Self

Personal Impact, Accountability, Self, Initiative, Resilience, Integrity, and Development Needs.

Leading People

Motivates Others, Manages Relationships, Is Agile, Makes Decisions, Communicates Effectively, Coaches Others, Delegates & Influences.

Leading Business

Managing Risk, Thinking Strategically and Creatively, Using Analysis to Drive Insights, Maintaining Customer Focus and Advocating Change.