

# Job description

<b>Job title</b>	Service Desk Support Analyst
<b>Employment type</b>	Full-Time   Permanent
<b>Reporting to</b>	Technology Operations Manager
<b>Working hours</b>	9.30am – 5.30pm - Monday to Friday (Role requires potential out of hours work)
<b>Location</b>	85 Gracechurch Street, London EC3V 0AA
<b>Salary</b>	£ Competitive
<b>Bonus</b>	Discretionary Bonus Plan

CFC Benefits include 25 days holiday, private medical insurance (plus dental and optical cashback benefit), life insurance scheme, income protection scheme, pension plan, season ticket loan, Subsidised gym membership, and employee well-being programme including 24/7 employee assistance line, in-office massage and physio appointments and educational sessions. CFC social events include summer party weekend, Halloween and Christmas parties and we also now operate a 'dress for your day' dress code.

## About CFC

CFC is a specialist insurance provider and a pioneer in emerging risk. With a track record of disrupting inefficient insurance markets, CFC uses proprietary technology to deliver high-quality products to market faster than the competition while making it easier for brokers to do business. Our broad range of commercial insurance products are purpose-built for today's risks, and we aim to give our customers everything they need in one, easy-to-understand policy.

Headquartered in London, CFC serves more than 70,000 businesses in over 80 countries. We're privately held and growing faster than any of our competitors in the market.

Although insurance is a serious business, our culture isn't too corporate and we never take ourselves too seriously. We are 'one-team' and enjoy a culture of openness and encouragement. We invest heavily in the learning and development of our people and enjoy a fast-paced working atmosphere that is friendly, supportive, and fun.

## Role definition

CFC have just gone through a data centre migration project, moving to Azure and Office 365. As part of this move, we have decided to build a Technology Operations team to provide higher levels of support to our internal teams and our external customers.

In this role, you will be responsible for the resolution of IT desktop Support incidents and requests and ensure the stable and efficient running of our platform operations across our whole infrastructure.

You will provide IT support and assistance to around 330 employees in order to ensure the business continues to operate effectively and efficiently, carrying out any escalation processes arising from fellow Support Analysts.

## Key responsibilities & Accountabilities

- Responsible for incidents and requests raised to the IT Support desk;
- Knowledge share with the support team members to maintain, monitor and support end users in relation to any IT issues including incidents and request fulfillment;
- Build and maintain effective working relationships with all employees, being approachable and professional and acting as a subject matter expert;
- Provide technical support onsite, via phone and email;
- Take ownership of user problems and be proactive when dealing with user issues;
- Manage the planning and delivery of small IT related projects, such as office move;
- Provide training for internal users on Microsoft and Office 365 applications;
- Working closely with our supervisory team to ensure the service levels meet and exceed business requirements;
- Troubleshooting problems, analyzing root cause and proposing multiple solutions;
- Engage in 3<sup>rd</sup> party vendor communication where escalation is required;
- Work as part of a small team and successfully manage your own tasks according to the larger needs of the business;
- Internal and external stakeholder management, ensuring any issues are resolved within a timely matter;
- Reporting back to the business and suppliers on key areas of performance on a weekly and monthly basis;
- Installation and maintenance of servers, computers, and printers.

## Skills & Ability

- Strong experience within an IT Service Desk position;
- ITIL certified or equivalent;
- Strong communication skills both verbal and written;
- The ability to work within a fast-paced environment;
- A desire to strive for continuous improvement;
- Good experience of Office 365 suite of applications and Administration;
- Windows 10 troubleshooting, understanding of registry and group policies;
- Strong attention to detail;
- Experience of Azure and AWS would be beneficial but not essential;
- Experience in the finance sector would be desirable.

## Education & qualifications

- A relevant degree with IT/Technology or equivalent professional certifications.

## Our Core Values

Passion & perseverance

We're passionate about what we do and it shows.

Respect & humility

We treat everyone as we would want to be treated.

Intensity

We hold ourselves to the highest standards, always.

One team

We show up as one team to achieve outstanding results.

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The information contained within this job description is not intended to be an all-inclusive list of the duties and responsibilities of the role. The role holder may be required to perform other related duties as assigned. CFC Underwriting Limited may at its discretion, assign or reassign duties and responsibilities as appropriate.

Our mission is to radically simplify the way commercial insurance is bought and sold.

