



Shepherds Friendly is a modern mutual society, offering a variety of adult and children's financial products and services such as ISAs, savings plans, life insurance and income protection. Located in south Manchester in the heart of Cheadle village, the Society has been providing financial security to members for almost 200 years.

Guided by our values of working together, doing the right thing, and making a difference, we are committed to delivering a service which helps our members plan their finances and secure their family's future. In a world of financial complexity, we believe in the power of simplicity.

We are currently recruiting for a **1st Line IT Support Engineer** within the **IT & Cyber Security Department** to join our team of talented individuals.

Role Purpose:

The 1st Line IT Support Engineer is responsible for providing first line technical support to colleagues across the Society, ensuring timely resolution of queries and incidents. The role supports the day to day operation of IT systems, assists with user administration and contributes to maintaining secure and reliable technology services.

Key Accountabilities

- Provide first line technical support to users across the organisation via appropriate support channels.
- Log, manage and prioritise IT support requests, ensuring they are resolved or escalated in line with service expectations.
- Set up, configure and maintain user devices and IT equipment.
- Create and manage user accounts and email accounts within Active Directory, Exchange and Azure environments.
- Maintain user access, permissions and security settings across systems.
- Support the Society's hosted desktop environment and core IT services.
- Assist with updates, changes and maintenance across IT infrastructure.
- Support network and system maintenance activities as required.
- Assist with maintaining the Society's asset management
- Contribute to system integrations and wider IT initiatives in line with the Society's technology strategy.
- Maintain accurate documentation of support activity and system configurations.

Stakeholder & Relationship Management

- Provide a professional, responsive and user focused IT support service.
- Communicate clearly with non-technical users, ensuring issues and solutions are understood.
- Work collaboratively with wider IT teams to escalate and resolve complex issues.
- Support a positive user experience across all technology interactions.

Governance, Risk & Compliance

- Follow IT policies, procedures and security standards in all activities.
- Support enforcement of access controls and system security measures.
- Contribute to cyber security initiatives and maintain awareness of best practice.
- Identify and escalate risks, vulnerabilities or issues affecting IT systems.
- Maintain accurate records to support audit and compliance requirements

Knowledge, Experience & Qualifications

Essential

- Knowledge of IT hardware, software and Windows operating systems
- Knowledge of Microsoft 365.
- Understanding of IT support systems (ITSM, ITAM).
- Ability to troubleshoot common IT related issues.
- Ability to manage workload and prioritise tasks effectively.

Desirable

- Knowledge of Azure or cloud technologies.
- Exposure to SQL or database environments.
- Basic cyber security awareness and knowledge of security best practices
- Experience supporting Microsoft cloud environments

Skills & Capabilities

- Strong problem solving and troubleshooting skills.
- Good communication and customer service skills.
- Ability to work independently and manage changing priorities, whilst effectively escalating work where appropriate.
- Attention to detail and organisational skills.
- Willingness to learn and develop technical capability.

Most importantly, we offer:

- Salary: £25-£27K DOE
- Company Pension Scheme – 8% employer contribution
- Hybrid
- Flexible working hours
- 25 days annual leave plus bank holidays
- An extra day off for your birthday
- Access to wellbeing support services through Nuffield Health and Health Assured including access to 24/7 online GP, discounted gym membership, mental health support, free eye tests and flu vaccinations.
- Company benefits including life insurance, healthcare cash plan, four paid well-being days, and various social and charitable events throughout the year including a volunteering day at a charity of your choice.
- Optional benefits including cycle to work scheme, holiday trading, etc.
- 4pm finish on Friday!

If you think this role would be a great fit for you, please submit your CV and cover letter quoting DIRECT to careers@shepherdsfriendly.co.uk For further information, please contact 0800526249.

Diversity, Equality and Inclusion

The Society strives to build and nurture an inclusive culture that encourages, supports and celebrates the diverse voices of our people to connect with our members and the communities we serve. We offer a range of family friendly, inclusive employment policies and practices, flexible working arrangements, employee engagement initiatives and office facilities and services to support people from different backgrounds.