

Apprenticeship Overview - IT Support

Hours per week: 35	Programme Duration: 18 months
Location: Edinburgh	Qualification: IT Support Level 6
Salary: £25,020	Apprenticeship Provider: QA

The Job

- Provide application support to Financial Crime systems, ensuring systems are preventing and detecting financial crime
- Incident and problem management activity, covering Financial Crime applications
- Promoting and supporting the use of governance mechanisms to ensure fix and improvement activity is implemented with minimal risk and disruption
- Demonstrating intelligent Risk Taking in managing operational risks and issues
- Support Disaster Recovery events, demonstrating the resilience of our applications
- Understand and assess privileged access controls across Financial Crime applications.
- Review and collaborate with vendors to ensure application health and support.

The Skills You'll Need

We're looking for people with a passion for learning and high levels of determination, motivation, and drive to succeed. You'll have strong communication, stakeholder management and interpersonal skills with the ability to build, maintain and enhance relationships at all levels.

You'll also need:

- The ability to maintain a strong customer focus.
- An innovative and creative mindset
- Good problem-solving skills and a proactive and inquisitive mindset, with the ability to challenge and offer solutions
- An analytical, numerate, and logical skillset with the ability to adapt well to change
- Good planning and organisational skills with the ability to prioritise and manage your time effectively

The Business Area: Financial Crime

Our customers are our number one priority, so how they use and experience the bank is critical to our customers day to day lives and our success. We're designing and building the bank for the future, putting high tech and high touch experiences together for our customers. We're putting innovation at the heart of what we do, and we bring together all the teams that work so hard to deliver it.

In Financial Crime we help to keep customers safe through – detecting and preventing financial crime and fraud to protect people, families and businesses We protect our customers, people and assets from the threat of fraud.

We work to make sure our customers feel safe, by having systems that are secure, working with regulators to meet our responsibilities and our shareholders to look after their investments.

