

Technology Analyst

To apply, please email your resume and any additional information to careers@capdyn.com

Role: **Technology Analyst (x 2)**

Location: **London**

Contract Type: **Permanent (Full-time)**

Office based role

About Capital Dynamics:

Capital Dynamics is an independent global asset management firm focusing on private assets, including Private equity (primaries, secondaries and direct investments) and Clean Energy.

Established in 1988, the Firm has extensive knowledge and experience developing solutions tailored to meet the exacting needs of a diverse and global client base of institutional and private wealth investors. Capital Dynamics oversees more than USD 15 billion in assets under management and advisement and employs approximately 150 professionals globally across 13 offices in Europe, North America, and Asia.

Capital Dynamics is a recognized industry leader in responsible investment, receiving top marks (Five Stars) from PRI across all categories and investment strategies, as well as achieving strong results in GRESB benchmarking for its clean energy strategy.

Department Overview:

Capital Dynamics' Technology department is responsible for the development, secure operation, maintenance and support of Capital Dynamics global IT infrastructure and solutions. The IT department enables the company's employees to communicate, collaborate and automate routine tasks, and provides staff with the technology required to perform their duties, while ensuring information security, compliance with various regulations and company policies.

Role Purpose:

Capital Dynamics ('CD') is seeking to hire 2 x Technology Analysts, to join our Technology department in the London office.

The primary focus of the Technology Analyst role is to ensure the delivery of seamless technology services to a global user base, contributing significantly to the departments mission of delivering a 'client first' service.

The Technology Analyst will play a pivotal role in managing and troubleshooting CD's technology infrastructure, working as a level 1 to 2 technical escalation point for technical support, both in-person and remotely, to employees across CD 13 offices globally.

The role holder will also work closely with technical consultants and contractors on project-specific work, and will have the opportunity to work with leading edge AI solutions and investment technologies.

Key Tasks and Responsibilities:

- Conducting first and second line troubleshooting on the windows-based infrastructure.
- Investigate operational issues and resolve them or escalate as appropriate.
- Logging and tracking all support requests in our service management toolset.
- Provide incident response management for major incidents experienced across the firm.
- Provide remote access support, including wireless connectivity and VPN services.
- Management of all end-user devices (laptops, mobile phones, tablets etc).
- Support users' need in their use of approved hardware and software.
- Follow appropriate policy and procedures to ensure incidents are dealt with according to published SLA's.
- You will support projects, evaluate solutions and products, including testing and implementation.
- Provide occasional weekend cover for any testing post infrastructure changes, e.g. BCP tests, patching.
- Flag security and risk concerns to the Technology Delivery Manager and Chief Technology Officer (CTO).

Key Competencies:

- A passion for technology, and keenness to develop a career in technology, particularly within a fast-paced environment / financial services sector.
- A basic understanding of the types of work undertaken within a technology department.
- Understanding of first / second line technology service support.
- Highly enthusiastic, proactive and conscientious.
- Customer service and problem-solving mindset and a high level of resilience.
- Self-motivated, taking initiative to improve user experience and troubleshooting skills.
- Effective communication skills, both written and verbal. The confidence to interact with senior stakeholders up to C-suite.
- Excellent networking, relationship management and interpersonal skills and experience of building strong and productive relationships.

Education and Qualifications:

- A bachelor's degree or equivalent in Computer Science or Information Systems is preferred.
- Working knowledge of MS Office 365 suite, Exchange, Azure, Active Directory, Intune & Autopilot deployment and hardware devices (e.g. laptop, phone tablets, etc.).
- Basic IT security tools, email security, networking concepts and working knowledge of Cloud services.
- Experience of the setup and configuration of mobile devices (smart phones and tablets).
- Experience with basic network troubleshooting e.g. patching would be beneficial.
- Exceptional customer service skills with a real first-in-class service mind-set.
- Advanced Microsoft Office skills: Word, PowerPoint, Outlook and Excel.

Languages:

- Must be fluent in English and display superior verbal/written communication skills.

Diversity & Inclusion:

Capital Dynamics is an Equal Opportunity Employer and is committed to creating a global diverse workforce. We are a global company with 23 nationalities represented across our staff in 13 offices, spanning North America, Europe, the Middle East, and Asia. We believe diversity and inclusion (“D&I”) is key to being better at what we do, and our initiatives are designed to attract, develop, and advance

talented individuals, regardless of race, sexual orientation, religion, age, gender, disability status or any other dimension of diversity. We welcome and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply to join Capital Dynamics.