CRESTBRIDGE
FAMILY OFFICE SERVICES

Technical Analyst - Job Description (Fixed-Term Contract)

Team:	Technology
Reporting to:	Head of IT

About Us

We are an independent and privately owned Family Office Services provider, based in Jersey and supporting clients all over the world. Since opening our doors in 2013 we've brought a fresh approach to our market, through our progressive, flexible, and service-focused offer. After a decade of growth, building a strong team, and earning a number of industry awards, we're now adding to our team, and are looking for people who would thrive in an environment where their voice, and their contribution will be invited, heard, and appreciated.

The Role

We are committed to having business systems that optimise our efficiency and improve our process management to allow our people to focus on delivering the highest quality, personal service to our clients. To support this, we are upgrading a number of our core business IT applications and are looking for an experienced technical analyst to play a key role in this programme working alongside our Head of IT and Executive Director, Operations on delivering a system that meets our requirements, within budget, and agreed timeframes.

Key Result Areas

- Determine, develop and document user requirements for systems.
- Identify and map requirements across business units and identify substandard systems processes through evaluation of real-time data.
- Propose new solutions for technical business processes that promote increased efficiency and productivity.
- Create test plans for ensuring consistency of data throughout the implementation programme.
- Co-ordinate system testing across the various line of business teams

Key Responsibilities

- Gathering, validating and documenting business requirements.
- Modelling business processes and identifying opportunities for process improvements.
- Identifying issues, risks and benefits of existing and proposed solutions and outlining business impacts.
- Creating functional specifications for solutions.
- Mapping functional specifications to technical capability
- Simplifying information and deciphering technical jargon so it is easily understood by the whole team.
- Implementing and testing of solutions.
- Supporting business transition and helping to establish change.
- Supporting the change control process
- Partner with stakeholders across business units (to develop analyses and documentation in a collaborative way, communicating effectively and efficiently with production, managerial, and executive teams.
- Evaluate, analyse, and communicate systems requirements on a continuing basis, and maintain systems processes, including the delivery of monthly status reports to all appropriate parties.

- Write internal documentation.
- Key member of the IT team during a time of significant change, assisting in anything else which may be required.

Requirements

Qualifications

5 years' experience working in a technical project delivery role

Knowledge and Experience

- Experience of business process mapping, ideally within financial services.
- Experience in developing and executing system test plans.
- Experience in generating process documentation and reports.
- Experience in change management
- Experience in managing, supporting or implementing screening and onboarding systems Experience in managing, supporting or implementing line of business systems in financial services – Such as NavOne.

Skills and Qualities

- Effective stakeholder engagement
- Critical thinking with proven analytical skills
- Excellent communication skills, with an ability to translate data into actionable insights
- The ability to understand and analyse problems and find solutions
- The ability to think creatively and work collaboratively with teams to solve business challenges
- The ability to make recommendations around things such as requirement prioritisation, scope, assessing viability of solutions etc
- Ability to ask the right questions and correctly understand the information received is essential
- Documentation and writing skills
- The ability to present findings and recommendations to senior leaders and to manage stakeholder meetings
- Technical IT knowledge with typical applications used within financial services

Additional Information

This is a part-time, fixed term contract role for c. 15-20 hours a week for up to 6 months commencing in November 2024.