



IT Support Engineer

Location: Jersey

The Role

The IT Support Engineer will provide on-site technical support and operational assistance to the Jersey office while working collaboratively with IT colleagues across the Channel Islands to deliver effective IT services and support.

The successful candidate will be responsible for the following key areas:

Infrastructure & Operations

- Provide first- and second-line technical support for hardware, software and infrastructure issues.
- Assist with the administration and maintenance of local IT systems and services.
- Support users with Microsoft 365, Windows devices, email, business applications and approved technology platforms.
- Provide technical support across on-premises, hybrid and cloud-based environments.
- Assist with server, network and infrastructure troubleshooting, escalating complex issues where required.
- Monitor system performance, alerts and operational dashboards, raising issues where appropriate.
- Support incident and service request management through to resolution.
- Work with senior engineers and third-party providers to investigate and resolve technical issues.
- Assist with telecommunications support, including user changes, device configuration and fault reporting.
- Support hardware deployments, office moves and technology rollouts.
- Maintain accurate technical documentation, system records and operational procedures.

User Administration

- Support the full user lifecycle, including onboarding, role changes and offboarding activities.
- Create, modify and remove user accounts in line with approved processes.
- Assist with user permissions and access management across business systems.
- Support Microsoft 365 administration, including user configuration, mailbox management and licensing activities.
- Assist with regular access reviews to ensure permissions remain appropriate.
- Maintain accurate records of user accounts, hardware allocation and software usage.
- Provide day-to-day technical support to staff, ensuring issues are resolved efficiently and professionally.
- Assist with software installations, device configuration and user equipment setup.

Cyber Security

- Support the implementation and maintenance of security controls across the Jersey IT environment.
- Monitor security dashboards, alerts and notifications, escalating potential issues when required.

- Assist with vulnerability management activities, including patching, updates and remediation tasks.
- Support endpoint security, email security and other cyber security platforms.
- Maintain accurate hardware and software asset registers.
- Assist with security reviews, audits and compliance activities.
- Follow Group IT security policies and procedures and promote good security practices across the business.

Projects & Continuous Improvement

- Support IT projects from planning through to implementation.
- Assist with technology upgrades, system improvements and business change initiatives.
- Provide technical assistance during the rollout of new systems and services.
- Support testing, configuration and deployment activities.
- Identify opportunities to improve existing processes, documentation and user experience.
- Maintain accurate documentation for system changes, configurations and operational procedures.
- Work collaboratively with Group IT teams on projects involving the Jersey business.

General Responsibilities

- Build and maintain effective working relationships with users, Group IT teams, suppliers and business stakeholders.
- Provide professional and customer-focused IT support across the Jersey business.
- Take ownership of assigned technical issues and ensure they are progressed to resolution.
- Escalate complex incidents appropriately while maintaining ownership of communication and follow-up.
- Ensure IT services are delivered in line with Group standards, security requirements and operational procedures.
- Maintain a proactive approach to learning, technical development and continuous improvement.
- Undertake other IT duties and projects as reasonably required.

Skills & Experience

Essential Requirements:

- Previous experience working in an IT support, systems support or technical operations role.
- Good understanding of IT infrastructure concepts, including on-premises, hybrid and cloud-based environments.
- Practical experience troubleshooting Windows-based systems, user devices and business applications.
- Understanding of user administration concepts, including account management, permissions and access controls.
- Good knowledge of networking fundamentals, including TCP/IP, DNS, DHCP and VPN technologies.
- Experience supporting Microsoft technologies, including Windows operating systems and Microsoft 365 services.
- Good communication skills with the ability to provide clear support to technical and non-technical users.
- Ability to work independently while collaborating effectively with wider IT teams.

**Additional Requirements:**

- Experience supporting Microsoft Entra ID/Active Directory environments.
- Exposure to Azure or other cloud platforms.
- Experience supporting server environments and virtualisation technologies.
- Familiarity with endpoint management, patching and security tools.
- Experience supporting telephony systems and connectivity services.
- Experience working within a regulated or compliance-focused environment.
- Relevant IT certifications such as Microsoft, CompTIA, ITIL or equivalent.

Personal Attributes:

- Customer-focused with a professional and approachable manner.
- Strong willingness to learn and develop technical skills.
- Organised and able to manage multiple priorities effectively.
- Positive attitude with a proactive approach to problem-solving.
- Able to communicate clearly and build effective working relationships.
- Takes ownership of tasks and demonstrates reliability and accountability.
- Interested in developing a long-term career within IT infrastructure and operations.

Why Join Us?

At Titan Wealth, we believe in empowering our people to make a difference. You'll be part of a close-knit, high-performing team that values integrity, collaboration and strategic thinking. We offer:

- International exposure across key financial jurisdictions.
- Opportunities for career progression and professional development.
- A culture of openness, challenge and continuous improvement.