



IT Support Officer – up to £25,000 depending experience

About the role

LGPS Central Limited looking to hire an IT Support Officer, as the main front-line service desk technical support for the business.

The successful candidate will work very closely with the Head of IT on day to day IT issues specified within the job description, and specifically on IT and Business Support initiatives as and when required.

This role will be suited to an individual who is looking for a junior role in IT and working in a professional environment. You will be pro-active and have strong problem-solving skills, along with a good level of IT proficiency. You will be flexible and adaptable in your communication style to all members within the business.

The successful candidate will be a proactive self-starter and will be trained and supported by the Head of IT as appropriate. LGPS Central Limited will support any training towards a professional IT qualification as required.

Specific responsibilities will include:

- Technical IT support – including system, software, hardware and network issues. The identification of potential causes and solution focused.
- Ability to provide support face to face and remote support to end users.
- Exceptional verbal and written communication skills help you engage and support clients and log issues accurately.
- Working with Microsoft OS and Apps, with the opportunity to support bespoke applications and systems.
- Troubleshooting and seeking wider process improvements.
- Working in line with SLA's and KPIs
- Liaising with third parties as appropriate and developing strong relationships

A more detailed Job Description is attached.

If you are interested in applying for this role, please forward your CV with a covering letter to recruitment@lgpscentral.co.uk quoting reference IT Officer, highlighting your key strengths and experience in relation to the job profile.

About LGPS Central Limited

LGPS Central Limited is a fund management company, regulated by the Financial Conduct Authority (FCA), managing the pooled assets of eight Midlands-based local government pension funds.

With combined assets of approximately £45bn, and representing the retirement savings of approximately 1 million scheme members across over 2000 employers

LGPS Central Limited is owned equally by the pension funds and is dedicated to the management of local government pension assets. The aim of the Company is to use the combined buying power of its Partner Funds to reduce costs, improve investment returns and widen the range of available asset classes for investment – all for the benefit of local government pensioners, employees and employers. We are also committed to fully integrating Responsible Investment and Engagement into all our investment processes.

We are a diverse and inclusive employer and would welcome interest from all sections of the community.