

## Janus Henderson Investors Job Description

**Role:** IT Service Desk Apprentice (18 Month FTC)  
**Location:** London  
**Department:** Global Technology

### The company

We are a leading independent global asset manager, dedicated to delivering the best outcomes for our clients through a highly diversified range of actively-managed products. We are truly global, supporting our individual and institutional investors across a range of products, encompassing equities, fixed income, multi-asset and alternatives. We build client trust by being dependably excellent in all things, and we put the client at the heart of everything we do. Our high-energy and collaborative culture at Janus Henderson helps our client achieve their goals and ensures that our people love the place they work.

### The department

The Global Technology department plays a crucial role in supporting the success of the business. We are responsible for developing and implementing state-of-the-art software and hardware maintenance to support our fund management, trading, distribution and operational areas with secure, stable and resilient technology platforms.

### Overview of the role

This role is an Apprenticeship which is a work based qualification combining practical training in a job and study. The apprenticeship is an 18 month fixed term contract. Full on the job training is provided by Janus Henderson, with a full apprenticeship package delivered by Firebrand in the workplace.

You will be part of the IT Service Desk team. The Service Desk function is business facing and provides Level 1 and 2 support for all IT related issues and questions that arise. This includes the logging of incidents, investigation of software/hardware issues and escalating to other support teams as required. You will assist with these duties and work with colleagues to resolve customer issues promptly following the normal service desk process.

### The Investment20/20 programme

You will be also part of the wider Investment20/20 trainee community, providing you with opportunities to network with other trainees across the industry and participate in socials and industry insight events.

### Duties and responsibilities

You will:

- Work as a member of the Service Desk team picking up support calls and raising tickets
- Work with colleagues to resolve customer issues and feedback to customers
- Handle incidents and requests as they arise
- Support more Senior Analysts on the production of service management

information

- Carry out additional duties as assigned

There could be an element of shift work associated with this role. The hours of 07:00 until 18:00 local time are covered by a shift system. Occasional weekend and on-call may also be required as part of this role.

### Supervisory responsibilities

- No

### Technical skills and qualifications

- A minimum of 5 GCSEs or Level 2 Apprenticeship equivalent (apprenticeship or BTEC in a relatable subject) required
- General knowledge of IT systems and applications
- Knowledge of Microsoft technologies and Windows platform
- Knowledge of Microsoft Office products including Outlook
- Ability to identify, isolate and resolve IT problems / requests with training / coaching and under guidance
- Knowledge of collaboration tools e.g. Zoom, Teams preferred
- Basic level understanding PC / laptop hardware preferred
- Basic understanding of Networks (LAN, WAN) preferred

### Competencies required

In addition to putting clients first, acting like an owner, and succeeding as a team, the competencies for this role include:

- Excellent interpersonal skills
- Highly motivated with a passion for technology and a can-do attitude
- Organised individual who is a good communicator
- Maintains a professional manner
- Ability to learn and a willingness to seek and help achieve improvements to processes and technology
- Ability to work as part of a team
- Good time management, manages personal workload and time efficiently
- Understand good customer service and what that means

Ongoing competence in the role to be assessed, in line with applicable regulatory requirements, by:

- Annual performance appraisal
- Completion of all assigned compliance training

## Compliance requirements

At a minimum the role will require you to:

- Place the interest of Janus Henderson's Clients first, act in accordance with TCF (Treating Customers Fairly) principles
- Understand and follow laws and regulations applicable for your role, seeking the help of your supervising manager or Compliance if additional guidance is required
- Understand and abide by all Janus Henderson policies applicable to your role, and seek support/guidance of the policy owner guidance when required
- You are ultimately accountable for your actions and responsible for seeking further information on any or all of the above as necessary.

**We are an equal opportunity / affirmative action employer.** All applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.

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Reporting line:	Global Head of Infrastructure and Client Services
Job Code:	50044033
Date created/Revised date:	May 2021

Entity	Regime	Function	Regulated
N/A	Certification Regime	[E.g. Client Dealing/ Managers of Certified Staff]	No
N/A	Senior Managers Regime	[E.g.] SMF3	No
N/A	K&C (MiFID II)	N/A	No
N/A	FLSA (U.S. only)	N/A	No
N/A	AML Reg 21	N/A	No