

# Investment 2020 Trainee - 12 months – Client IT Support Trainee

## Vanguard

We are Vanguard. Together, we're changing the way the world invests.

For us, investing doesn't just end in value. It starts with values. Because when you invest with courage, when you invest with clarity, and when you invest with care, you get so much more in return. We invest with purpose—and that's how we've become a global market leader. Here, we grow by doing the right thing for the people we serve. And so can you.

We want to make success accessible to everyone. This is our opportunity. Let's make it count.

## Working at Vanguard

Vanguard isn't like other investment companies. We call our employees the "crew" because we feel that we belong to something bigger than our day jobs.

We're on a mission to change the way the world invests, and that mission is underpinned by a desire to do the right thing for investors, for each other and for the wider society.

In Europe, our mission is underpinned by four core values which we believe define us when we are operating at our best:

- Care – others before self
- Inclusion – everybody matters
- Curiosity – learn, adapt and evolve
- Excellent – healthy process, exceptional results

## Stand up for investors and advance your career in IT at Vanguard!

Vanguard's IT team in Europe is growing fast – and you can be part of that growth. From as few as five individuals just three years ago, we are now approaching 150 people all working with a common goal to drive excellent client outcomes through the delivery of efficient, scalable and modern technology. We have two major teams: Investments and International. The Investment team delivers the technology tools our investment professionals use to manage Vanguard's funds. Meanwhile, our International team creates the websites and engines that bring our funds and services to the public.

## Programme information

You will join as a trainee as part of the [Investment20/20 programme](#). While we can't guarantee a permanent position at the end of the 12 month contract our traineeship will introduce you to investment management and you will gain industry knowledge, experience and develop relationships enabling you to progress your career and provide you with skills to secure a permanent role. As part of the Investment20/20 programme, you will have opportunities to meet and network with over 200 trainees across the industry and participate in socials and insight events.

Our trainee programme is for 12 months. You will receive the equivalent of £22,000 and 25 days annual leave per annum. All roles are based in London.

## Client IT Support Trainee

In this role you will be working within the IT support function in London.

- You will assist with logging and communicating user issues from a wide range of business areas, from investments to our sales and client relationship teams looking after our end clients.
- You will gain an insight into how an IT team supports technology and manages user issues as we encounter them.

We are looking for someone who likes to tackle a problem and work out a quick and efficient way to resolve it and then think of how to prevent it happening again.

Software used throughout the working day and on ad hoc projects includes Microsoft Office (Excel, PowerPoint, Visio, Word, Outlook) as well as Service Now, our service ticket management system.

### What it takes - successful candidates will be/have:

- A school/college leaver or graduate with a passion for IT
- First-class analytical and problem-solving skills
- Ability to work as part of a team
- Excellent attention to detail
- Strong communication skills, both written and verbal
- Perseverance, flexibility, and positivity
- Conscientious, accountable, passionate about doing a great job
- Keen and willing to learn, pick up new tasks, processes and procedures
- Excited by and share our core values of care, inclusion, curiosity and excellence

### How to apply

Please apply online by 14 May by submitting a CV and, as part of your application, **please answer the questions below in 250-300 words per question. You will need to save your answers in a document, which you will upload along with your CV.** You can use examples from your work, education or home life.

### Questions:

- Tell us about your greatest achievement. Why is it your greatest achievement? What did you learn from it?
- Tell us about a time when you have worked in a team environment to achieve a shared goal.
- Tell us how you reflect Vanguard's core values in your daily life.

Follow this link to apply: [Vanguard - Client IT Support Trainee](#)

Closing Date: 14 May

Start Date: August/September 2021

### Inclusion Statement

Vanguard's continued commitment to diversity and inclusion is firmly rooted in our culture. Every decision we make to best serve our clients, crew (internally employees are referred to as crew), and communities is guided by one simple statement: "Do the right thing."

We believe that a critical aspect of doing the right thing requires building diverse, inclusive, and highly effective teams of individuals who are as unique as the clients they serve. We empower our crew to contribute their distinct strengths to achieving Vanguard's core purpose through our values.

When all crew members feel valued and included, our ability to collaborate and innovate is amplified, and we are united in delivering on Vanguard's core purpose.

Our core purpose: To take a stand for all investors, to treat them fairly, and to give them the best chance for investment success.

#### Special Factors

Vanguard is not offering visa sponsorship for this position

#### ***DIRECT APPLICATIONS ONLY***

*Please note, current suppliers and potential suppliers are not permitted to communicate with or contact or send or otherwise provide any speculative resumes to any department, business unit, subsidiary or affiliate of Vanguard, or any employee thereof, at any time unless expressly instructed or permitted by a member of Vanguard's HR department. For the avoidance of doubt, Vanguard will not pay any fees to a supplier or potential supplier in respect of any candidate unless Vanguard HR has either requested the referral or given its prior written consent to the referral. If you would like to partner with Vanguard Europe, please contact [recruitment\\_europe@vanguard.com](mailto:recruitment_europe@vanguard.com) and we will be in touch if we need further information and/or if we need additional support.*