

Janus Henderson Investors Job Description

Role: Application Support 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 team responsible for the production management for Janus Henderson business specific applications, which underpin the investment process. The aim of the team is to ensure a reliable and stable environment across the systems, which run our business. You will be exposed to a number of tasks daily, such as proactive monitoring of key processes, along with support assignment tasks, logged in our Helpdesk tool (ServiceNow). All team members are expected to engage with end users at all levels throughout the process, clarifying requirements, identifying issues, providing updates or assisting with training.

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:

- Ensure applications are available to business users at the right time with the right data (monitoring)

- Manage the resolution of issues resulting from application checks, including communication to the business
- Ensure our Helpdesk queue is monitored and support requests (incidents) are allocated fairly across the team
- Work either with colleagues or on your own to answer user queries on business software used in the firm. This can be on the telephone, via email or via video call
- Complete tasks such as user configurations, basic data extracts or help users Excel issues
- Manage the implementation of smaller 3rd party applications or upgrades
- Support the team manager with vendor management tasks, such as service reviews
- Communicate regularly to end users on progress
- Work collaboratively with other IT Teams in order to resolve issues quickly
- Create and manage documentation, such as support guides and maintain knowledge articles to help resolve incidents in the future
- 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
- A Level 3 certification may be acceptable depending in the units covered as there will need to be sufficient new learning to be considered
- Understanding customer service, possibly gained in a part time role, eg restaurant/retail work
- IT literacy and an understanding of software applications
- Understanding basic principles of database, network and application structures
- Some Proficiency in SQL (Structured Query Language), sufficient to analyse data preferred, but not essential
- Exposure to Excel spread sheets, SQL or Access databases preferred but not essential

Competencies required

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

- Customer service aware, owns problems and sees them through to a successful conclusion
- Questioning ability, able to form conclusions and make recommendations

- Initiative, willingness to seek and achieve improvements to processes and technology
- Ability to work as part of a global support team, engage and contributes to team objectives at multiple levels.
- Good communicator, ability to provide updates to customers or IT Management that is clear, precise and understandable, communicates in a clear and compelling manner
- Good time management skills, manages personal workload effectively, sets realistic and achievable targets
- Sound problem solving and investigative skills
- Desire to follow best practice and development standards as agreed within IT

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.

