

Title: I.T Support Trainee

Location: London

Reports to: Lee Fisher, Support Manager

Company Overview:

Alcentra is one of BNY Mellon Investment Management's specialists, and they focus their skills on the sub-investment grade debt capital markets in Europe and the U.S. Their objective is to deliver strong, risk-adjusted returns that are less correlated, through a complementary suite of traditional and alternative credit strategies. In pursuing this objective, their investment strategy and approach to credit selection are based on intensive fundamental research and credit analysis, combined with active portfolio management to minimize credit losses. Alcentra is part of BNY Mellon Investment Management, one of the world's largest investment managers.

BNY Mellon Investment Management:

At BNY Mellon Investment Management, we believe the right results begin with being relevant to every client, whether it is engaging with them to create solutions, offering diversified strategies or providing insights for better-informed decisions.

That is why we designed a model built around investors' needs to offer the best of both worlds: world-class investment firms with best-of-breed talent and unique cultures combined with the global scale and strength of BNY Mellon Investment Management. We connect investors with opportunities across every major asset class, globally. Today, we have eight investment firms, one of which is Alcentra.

We believe this is how investing should be and we are looking for talent to help us deliver on our promise.

Investment20/20 Trainee Programme:

While you may not have an in-depth understanding of the investment management industry, our programme will introduce you to this very worthwhile and exciting industry and the variety of work and opportunities it has to offer.

The candidate will gain industry knowledge and experience and develop relationships that will enable you to progress your career. As a trainee at Alcentra, you will be part of the wider Investment20/20 trainee community across the industry. You will be invited to training and social events, organised by Investment20/20, to have a chance to network with over 200 other trainees in the same position as you.

Job Purpose:

The desktop support team consist of two other I.T support engineers which provide technical support to a small user base in London and New York. The team also assists with ongoing project work. The team is an additional resource to the I.T infrastructure and support offered by the parent company with the aim of providing supplementary support to busy finance professionals in an asset management environment.

You will be working alongside the local I.T team and escalating issues where necessary with I.T teams based within the parent company. The role will also require flexible working to cover core support hours and there will be a need to be onsite at our London office as an essential worker from time to time.

This is an ideal opportunity to gain exposure to systems and support in an asset management environment at an entry level. Ideally you will have a Business I.T qualification and looking to gain experience in the areas highlighted below.

Key Responsibilities:

- Provide technical support for Windows based systems running M365
- Project work
- Procedure write ups
- Financial system support - Bloomberg, FX All, Intex, All Vue and DealCloud.
- Video Conference and presentation support
- Hardware support
- Desktop deployment
- Software installation using SCCM
- M365 Mobile Support
- Desk Moves
- VIP Support
- Excel Troubleshooting
- Troubleshooting VPN issues
- Setting up new users and some account administration

Requirements:

- Bright and motivated individual
- Fast learner
- Good communicator
- Confident in dealing with people at all levels within the organization
- University degree or High National Diploma in Business I.T

Our expectation is that people will bring:

- Enthusiasm
- Motivation
- Ownership

BNY Mellon Investment Management is an Equal Employment Opportunity Employer

Close date: 18th January 2021

Start date: As soon as possible

How to apply: [Careers at BNY Mellon \(eightfold.ai\)](https://careers.bnymellon.com/eightfold.ai)