



Implementation Analyst

Role Definition



About Us

EV is a young, fast paced, growing FinTech company and the leading UK provider of financial planning and advice technology.

Working with over 80% of large financial institutions in the UK, EV's white labelled solutions were used by approximately 200,000 consumers and financial advisers in 2017.

We have 70 talented integrated specialists, working across offices in Newbury and London.

The benefits of joining our exciting team

As well as offering fantastic opportunities for career progression once established in your role, you will be joining a friendly and relaxed working environment where you will be continuously supported and encouraged to reach your full potential. We have an open culture where you are encouraged to find and fix problems and not to pass them on to some other team. We are a great environment for makers and builders.

Sound like you?

We have fantastic benefits, including

- 25 days annual leave, bank holidays, one extra 'company day' for Christmas plus the option to buy a further five days annual leave
- Generous company pension scheme – up to 10% employer contribution
- Bonus
- Private medical
- Long term disability and Life Insurance
- Study support policy
- Free parking
- A huge range of free hot and cold drinks
- Excellent fully funded company events
- Weekly yogalates classes (on return to office)
- Company football team and Table Tennis team (on return to office)
- Poker nights with pizza! (on return to office)
- The opportunity to support local charities through fundraising events organised throughout the year

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Key responsibilities

You will have responsibility for the day to day implementations, onboarding and servicing of channel solutions, accountable to the Delivery Lead.

Working closely with the developers, Delivery Lead and other implementation analysts, you will have responsibility for:

- onboarding clients onto your channel solutions
- ensuring your channel solutions are maintained with standard regular updates. For example, returns updates, tax year updates
- supporting on new build phases/iterations or solution enhancements
- supporting the resolution of Service Desk incidents and support queries directed to your channel

Within each of those responsibilities you will need to:

- co-ordinate implementation, onboarding and support activities
- ensure an accurate and quality deliverable
- QA client implementations, ensuring agreed process and checks are followed, ensuring an accurate and quality deliverable, including independent checking of stochastic forecast results
- keep the Delivery Lead/Head of Chanel informed on progress, constraints and issues. For example, obstacles to delivery, resource constraints etc
- help the Delivery Lead plan what is possible to implement, deliver/support etc.
- work with the Service Desk on incident response to provide technical explanations and manage the 3rd line delivery of required fixes
- discuss configuration possibilities for our solutions with either Client or Internal Stakeholders
- contribute to required delivery collateral and internal documentation to support your solutions
- forge strong relationships with Stakeholders (both Client and Internal)
- work with the Technical Business Analyst to understand the requirements of new build work

Within your role you will be keen to:

- ensure great customer experience is embedded into every delivery and service
- help the non-technical audience to understand the technicalities of our solutions

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- promote collaborative working with clients
- contribute to discussion on how EV tools and solutions meet any relevant financial legislative requirements
- define and monitor processes to enable optimal delivery, fostering a culture of continuous improvement
- show a positive 'can do' attitude, leading by example and mentoring our junior team members

If you want to be part of a business that is looking to shape the future of financial services, contact us today!

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