



Service Delivery Analyst (Cloud)

Salary DOE: £26,000 - £30,000



THE OPPORTUNITY

Bennetts are looking for a Service Delivery Analyst to join our IT team.

As a Service Delivery Analyst, you will be involved in a wide range of monitoring, alerting and triaging issues within the Bennetts environment. We are currently moving to several new cloud technologies, to address a range of business requirements, from endpoint detection and web security to telephony and call centre solutions. Your primary responsibility will be monitoring the information from these systems to ensure reliability, security and stability of our systems and work with internal teams or third parties to ensure remediation of issues. However, as we are a small IT team there will be an expectation that you may need to be involved in other IT analyst activity.

This role may include shift patterns and some on call time.

Bennetts have offices in Peterborough and Coventry, and although currently the teams are remote working there is an expectation that in the future some onsite attendance will be required, predominantly to the Peterborough site.



WHAT WE'RE LOOKING FOR IN YOU/TECHNOLOGIES AND TOOLS

- At least three years' experience in an IT role
- Excellent analytic skills
- Excellent third-party relationship management skills
- Good communication skills with the ability to interact with a range of IT disciplines
- Ability to work under pressure and to tight deadlines
- Experience with ITIL Service Management Frameworks
- You will have excellent analytical, numerical and problem-solving skills, and will be able to identify trends in data.
- It would be an advantage if you have some experience in a range of SOC technologies such as Endpoint Detection and Response tools (for example Carbon Black, Crowdstrike, Cybereason), and Web Security Proxy (for example Zscaler, Websense, Barracuda).



ABOUT BENNETTS

Bennetts is a market leading specialist motorcycle insurance broker. With over 200,000 customers, 2020 will mark Bennetts 90th year, but we never stand still. We pride ourselves on being different, innovative and ambitious. We've built the fastest growing, award-winning motorcycling website, BikeSocial which is going from strength to strength and we've just launched a new Bennetts Rewards platform which will help us expand to the wider motorcycling market. Now we're keen to continue to grow our business – our minds are well and truly open as to where we could take Bennetts in the future.



WHAT BENNETTS CAN DO FOR YOU

Along with a welcoming working environment, you'll benefit from 25 days of annual leave for full-time colleagues plus Bank Holidays. If you have commitments outside of work, we have a flexible approach to how you work your hours – helping



you to achieve a work/life balance that works for you. We also offer pension & life assurance, private medical cover, along with a strong focus on your own personal development.