

**JOB DESCRIPTION FORM**

**Job title:** Application Support Engineer

**Corporate title:** \_\_\_\_\_

**Department:** Natixis, IT CFIT - Central Functions – Application Support - Risks

**Reports in line to:** Jerome PONIN - IT CFIT- Application Support - Risks (DF4 team leader)

**Hiring entity:** Natixis SA

**Other represented entities for Dual Hatting (check all that apply)<sup>1</sup>:**       NNA       NSA       NREC       NYB       NCMS

**FLSA status:**       Exempt       Non Exempt

**Public or Private<sup>2</sup>:**       Public       Private

**Engage in Government securities activity:**       Yes     No

**Voice recording<sup>3</sup>:**       Yes     No      **Registered Rep:**       Yes     No

**Assoc. of Swap Dealer<sup>4</sup>:**       Yes     No      **Dual Hatted<sup>1</sup>:**       Yes     No

<b>Summary of position</b>
Production Support Engineer
<b>Essential duties and responsibilities</b>
<p>You will be in charge of:</p> <ul style="list-style-type: none"> <li>- Keeping in operational condition the applications of the Risk perimeter, which include team DF4 &amp; DF5 applications such as Amerisc, Madonne,BOP, Scenarisk, Matrisk, MDM, Risk Portal, Fermat Market, Fermat Conso, Amethyst, Osirisk, Agate, etc..., during the Hong Kong shift, to allow a follow-the-sun monitoring of production with Paris platform, as part of the GOM project.</li> <li>- Investigations and technical diagnostics of incidents, and follow the action plan implementations.</li> <li>- Incident management – identify recurrent issues and coordinate with team in charge ( dev teams, infras teams etc... ) to solve it permanently.</li> <li>- Continuous improvement : propose tools, scripts and automation that will ease the work of the team.</li> <li>- Working in project mode : identify the load, milestones, deadlines and reporting</li> <li>- Implement all the batches in our standard scheduling tool, along with supervision, monitoring and alerting.</li> <li>- Write the documentation for the application component and it's functioning : functional and technical architecture, DRP procedure, incident procedure, etc..</li> </ul>
<b>Supervisory responsibilities (if applicable):</b>
As part of GOM, you will in the first contact during the period that starts from 01h00 Paris Time , till the end of your day. You will handle the on call support as well as regular support during that period.
<b>Description of duties which require licensing</b>
N/A
<b>Required education and/or experience:</b>
<ul style="list-style-type: none"> <li>- <b>Excellent application support skills</b></li> <li>- <b>Good knowledge of bank IT environment</b></li> <li>- <b>Stress resilient</b></li> <li>- <b>Good communication skills</b></li> <li>- <b>Team player</b></li> <li>- <b>Excellent professionalism, availability, autonomy and rigor</b></li> <li>- <b>Excellent proactivity on incident resolution and continuous improvement / automatisation</b></li> </ul>
<b>Training/skills required (i.e. specific language, systems or database knowledge)</b>
- <b>Mastery of OS Windows, Unix and Linux</b>

- **Mastery of scripting language ( Powershell, perl, ksh , etc.. )**
- **Good knowledge of production tools ( scheduler Control-m, transfer tool CFT, JBOSS, IIS, etc.. )**
- **French language speaking in appreciated**
- **Good knowledge of Big Data ( hadoop platform )**
- **Good knowledge of DEVOPS stack ( XLDeploy, XLSRelease, Mycloud, etc... )**

**Certificates, licenses, registrations** (list of licenses required if Registered Rep)

- |   |   |
|---|---|
| <input type="checkbox"/> SIE - Securities Industry Essentials     | <input type="checkbox"/> S79 - Investment Banking Representative  |
| <input type="checkbox"/> S7 - General Securities Representative   | <input type="checkbox"/> S63 - Uniform Securities Agent State Law |
| <input type="checkbox"/> S14 - Compliance Officer                 | <input type="checkbox"/> S99 - Operations Professional            |
| <input type="checkbox"/> S24 - General Securities Principal       | <input type="checkbox"/> CPA                                      |
| <input type="checkbox"/> S27 - Financial and Operations Principal | <input type="checkbox"/> Other, please list:                      |
| <input type="checkbox"/> S57 - Securities Trader Representative   | <input checked="" type="checkbox"/> None                          |

<sup>1</sup>Dual-hatted status applies to Front Office employees who are employed by one Natixis legal entity (either NNA or the Branch) and who also represent another Natixis legal entity (generally, Natixis Securities Americas LLC ("NSA"), the Branch ("NYB") and/or Natixis Real Estate Capital LLC ("NREC")) during the course of their employment. See the [Dual Hatting Policy](#).

<sup>2</sup> If the Business Unit receives private information on a regular basis, this employee should be deemed "Private". See the Private/Public Spreadsheet.

<sup>3</sup> See the [Telephone Recording Policy](#).

<sup>4</sup> The term "associated person of a swap dealer or major swap participant" means *a person who is associated with a Swap Dealer or Major Swap Participant as a partner, officer, employee or agent, in any capacity that involves (i) the solicitation or acceptance of swaps; (ii) the supervision of any person or persons so engaged.* See the [Natixis Swap Dealer Compliance Manual](#).