

JOB DESCRIPTION

Title of position	Application Support Engineer for Equities & Commodities
Contract type	Permanent / Fixed Term Contract
Department	HK IT GM Business Support & Monitoring
Reporting to	Local reporting Line: Head of HK IT GM Business Support & Monitoring Functional reporting Line: Head of Application Support - Risks
Job description date	1 st January 2022
Position opening start	10 th January 2022

Position Summary

Natixis is a French multinational financial services firm specialized in asset & wealth management, corporate & investment banking, insurance and payments, and a subsidiary of Groupe BPCE, the second-largest banking group in France.

Part of the IT Support Paris Equities & Commodities team based in Bengaluru, he/she provides support for Equities & Commodities applications for both run (technical support) and change (projects).

The perimeter includes Support during Paris & US nights, IT topics, projects & systems used worldwide by Equities & Commodities business lines

Local reporting line: Head of HK IT GM Business Support & Monitoring.

Functional reporting line: Head of Paris Support for Equities & Commodities

Main responsibilities and duties of the role

- Manages – On a daily basis - application issues and requests Equities & Commodities users.
- During his office time follow End of day batches.
- Provides level 1 and level 2 technical support (functional support is a plus)
- Works on morning HK IT shift assuring the accessibility of Equities & Commodities applications.
- Provides issues/problems communications & reporting on Equities & Commodities perimeter.
- Develops and maintains tools to enhance end-user service level and facilitate support tasks.
- Assists Business Analysts to automatize recurring requests.
- Performs the non-regression testing
- Guarantee the smooth running of one or more applications from start to finish.
 - Monitor them daily.
 - Organize maintenance work and upgrades.
 - Contribute to the implementation of projects in the correspondent's community.
- Plans & deploys new releases in Production
- Can provide support for weekend deliveries and target days.

Technical skill requirements

- Software: Sophis
- Middleware tools:
 - Ctrl-M, Zabbix, XLDeploy
 - Grid Computing (Datasynapse, in house), MQ
- Scripting language: Perl, Powershell, Shell
- Operating System: Windows, Red Hat, Solaris
- RDBMS: Oracle, SQL server, Sybase ASE
- Good writing & oral English skill

Job Qualification (education, years of experience and other soft skills)

- 3-5 years of experience in Application Support role
- Excellent application support skills
- Good knowledge of bank IT environment
- Stress resilient
- Good communication skills
- Team player
- Excellent professionalism, availability, autonomy, and rigor
- Excellent proactivity on incident remediation and continuous improvement / automation