NATIXIS
CORPORATE AND
INVESTMENT BANKING

JOB DESCRIPTION

Title of position	Application Support Engineer for Fixed Income
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 Paris Fixed Income Application Support
Job description date	3rd November 2021
Position opening start	3rd November 2021

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.

As a member of the Fixed Income IT support team based in Bengaluru, he/she provides worldwide technical support (Level 2) for several Fixed Income Front Office applications (Murex, Summit FT and few others). These are global applications used by all Front Office Natixis Fixed Income desks. They are supported by a functional support team (Level 1).

He/She will especially focus on Murex/ Summit FT application and will be its local technical expert. He/She will make sure that it is running as expected in Asia time, monitor all batches, be responsible for technical changes and also be part of functional projects.

He/She will be fully part of the Paris IT team in charge of this perimeter (visio to assist to team meeting, part of the email list…), so he/she will have a dual reporting:

Local reporting line: head of HK IT GM Business Support & Monitoring.
Functional reporting line: head of Paris Fixed Income Application Support

Main responsibilities and duties of the role

- Manage – on a daily basis - application issues and requests from FI applications' users.
- Follow End of day batches and ensure they are successfully completed.
- Work in shifts to provide support on an extended Asian time frame.
- Communicate with users and report to management all production issues faced.
- Develop and maintains tools to enhance end-user service level and facilitate support tasks.
- Assist Business Analysts to automatize recurring requests.
- Perform the non-regression testing
- Plan & deploy new releases in Production
- Can provide support for weekend deliveries and specific days.
- Ensure smooth NY to BL and BL to Paris handovers.

Technical skill requirements

- Operating system: Windows, Linux (Red Hat)
- Microsoft Software: IIS, MSBI (SSIS, SSAS, SSRS)
- Middleware tools: Ctrl-M, Zabbix, XLDeploy
- Database: SQL Server, Sybase IQ
- Scripting language: Powershell, Shell, Perl , Python
- Good writing & oral English skill

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

- 3-5 years of experience in Application Support role
- Effective written and verbal communication skills
- Software: Summit & Murex
- BigData: Hortonworks Hadoop
- Operating system: Linux
- Database: Sybase ASE, SQL Server