

JOB DESCRIPTION

Title of position	E-Trading Application Support
Contract type	6-month contract
Department	IT
Reporting to	Head of IT for Global Markets

Position Summary

Part of a regional team centralized in Hong Kong, he/she should handle the monitoring of real time platforms and provide advanced users support on E-trading platforms – for APAC region. He/she will participate in all projects related to E-trading IT for APAC region, with a focus on Fixed Income business line. This role also includes a permanent control for Marketdata requests raised by the business team.

Main responsibilities and duties of the role

- E-trading & Marketfeed:
 - Maintains and supports real time platforms following Head Office guidelines and best practices (Refinitiv, Bloomberg...)
 - Deploys internal/external tools to relevant users/departments.
 - Monitors and supports e-business platforms on FI/FX trading
 - Participates in projects specifications
 - Finding opportunities to eliminate manual and repetitive tasks by automating them.
 - Performs some technology watch
- Support:
 - Provides users (Traders and IT) training and level 2 support on internal/external platforms
 - Declare outage and change with sufficient level of details
 - Controls habilitation workflow and maintains accurate inventories
 - Implement/develop tools helping in monitoring and communication with our peer in Head Office.
 - Updates technical and functional procedures
 - Updates and maintains records of IT incidents, defects, support questions and change requests with a sufficient level of details in the team's tools and report on this activity in a timely manner to an auditable level.

Technical skill requirements

- Excellent technical troubleshooting, performance analysis and tuning skills.
- Incident and change management (ITIL)
- UNIX Shell Scripting (Python is also accepted and would be preferred).

- Having a good understanding of Refinitiv TREP (ADS / ADH) and / or Bloomberg products (such as BPIPE) including data use, entitlements, and related controls is a big plus
- Excellent verbal and written communication skills in English.

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

- 6 years application support experience working as application support in the banking industry on multiple OS platforms - windows and Linux, a thorough understanding of distributed comms, networks, IP addressing, middleware.
- Within those 6 years, 3 years of experience supporting directly Front Office pricing tools