

Our Reference: ITA/TECSPT/2017

Date: February 23, 2017

Place: itarle (UK) Ltd, London

itarle (UK) Ltd - Technical Support Associate Job Description

Location: The Broadgate Tower, London

Position type: Full time, Global Market Hours.

Job Purpose

itarle AG is the industry leader leading supplier of Best Execution trading technology to global banks and brokers. A new front office centre has been established in London to provide real time service facilitation and algorithmic trading support for existing clients. The Technical Support Associate position is a demanding role where you will be part of a team offering front line support for the itarle service globally.

You must be comfortable working with UNIX systems and be an efficient problem solver.

Duties

- Oversight of the itarle real time systems and processes and expected market behaviour via systems such as Bloomberg.
- Monitoring of client FIX logs and market data fields in a UNIX environment.
- Exception management and subsequent notification to itarle clients of rejections.
- Testing the in-sample performance of itarle (UK) Ltd algorithmic trading models to enable price improvements and reduce the impact cost of client usage of itarle (UK) Ltd services.
- Work as part of a team to ensure the highest level of service for existing clients, and a successful onboarding effort for new clients and products.

Experience requirements

- Financial services experience preferred though not essential as training will be given on the job.

- Experience working in Linux environments.
- Strong understanding of UNIX commands.

Personal qualities

- Professional, driven and focused personality.
- Reliable and consistent with an ability to quickly establish and build relationships with customers and colleagues.
- A team player with a flexible approach.