



Front Office Application Support Analyst

Reporting to: Head of Application Support

Role and Responsibilities

The Mako Front Office team's role is to support the in-house derivatives trading system, written in C++ and running on Linux servers and workstations. All development, maintenance and support of Mako's technical system is carried out by an in-house team. The Front Office Application Support Analyst will be an expansion to this team. The team works in a dynamic environment whilst providing both 1st and 2nd level support to the trading floor, investigating issues, writing scripts and implementing processes to improve the front office system.

Duties

The specific role includes:

- Providing user support to the trading staff.
- Identifying and reporting bugs in the system.
- Maintaining and tuning Mako's trading system to obtain optimal performance.
- Updating and configuration of trading applications.
- Prioritizing between operational support issues, system monitoring and users support issues
- Investigating new/existing reported issues, attempting to understand and reproduce them to diagnose and find acceptable solutions or workarounds.
- Implementing scripts and processes to reduce the amount of support needed from the development staff and improve the overall quality of the system.

Skills Required

- Good technical background
- Willing and able to learn both financial markets and Mako's proprietary trading system.
- Strong communication skills
- Energetic and able to liaise with all individuals from all departments at all levels in the company.
- UNIX, shell scripting, C++ or Python knowledge would be desirable
- Motivated, energetic and passionate individual, with the ability to work effectively under pressure.
- Proactive, and demonstrates ability to follow issues through to resolution.
- Ability to think 'outside-of-the-box'.
- Keen attention to detail.
- Undergraduate degree qualification would be desirable.