

Server Operation Support Analyst

The successful candidate will be responsible for the management and support of various Frontline Servers; including, but not limited to Trading Servers, Market Data Servers, Reporting Servers and Microsoft SQL Server. As such, the primary responsibility of this position is supporting the operational availability of these systems on a daily basis. The Server Operation Support Analyst will be involved in activities such as Level 2 Support, Trading/Market Data Server Administration, Database Server Administration, and numerous other activities.

While the role is very technical in nature, it requires excellent written and interpersonal skills. These skills are used to maintain relationships with internal and external clients at various levels. In other words, you are required to discuss technical matters with business minded individuals in a way that makes the technology clear and accessible.

You will be responsible for:

- Level 2 Support - 25% of Normal work day.
- Trading /Market Data Application Server Admin- 65% of Normal work day.
- Database Server Admin- 10% of Normal work day.

Level 2 Support Analyst:

- Will be involved working with the production 1st Level support team to help External Clients troubleshoot Trading Sever Applications/Databases as a 2nd level production support.
- Monitor client order flow, resolving errors, managing potential problems and assist in recovery process of system failures.
- Respond to escalated support calls and progress through to resolution. Involves collecting all the facts and escalating to Level 3 support if necessary.
- Troubleshooting application installations and connectivity issues.
- Work alongside the end user to troubleshoot, improve and update trading systems regularly.
- Working effectively as a member of a small team covering a shift rotating between 06:30 and 19:00 Mon to Fri, participating in the out of hours cover.
- Support of User Acceptance Testing (UAT) and Sales Environment for new functionality and training activities.

Trading Application Server Admin:

- Role includes management, upgrades, integration, implementations and enhancements of Trading/Market Data systems.
- Assist with the release of new software/upgrades to new and existing Trading/Market Data Servers.
- Deploy client and Vendor specific configuration as per certification, testing and troubleshooting.
- Analysis of client requirements and production of detailed technical solution where required.
- Produce, maintain, and document procedures and keep the documentation and specs up-to-date.
- Troubleshoot basic Windows Server OS common issues and messaging queues.

- Familiarity with Windows Registry.
- Basic networking (Ports access, IP resolution).

Database Server Admin:

- Install/Setup and maintain database software with updates/patches for SQL 2000/2005.
- Analyze and perform all aspects of databases systems including but not limited to database software, Operating System elements, Disk sub-systems, etc.
- Work on the Reporting Data Warehouse for internal/external report requests.
- Develop and maintain accurate documentation of all areas encompassing the database infrastructure.
- Track communication between applications using text based application logs.
- Work comfortably with SQL, stored procedures, tables, views, roles and permissions.
- Perform physical design of application databases and file structures.
- Increase database reliability and availability through process improvement.
- Performance analysis, backup/recovery, setup/install, troubleshooting, and numerous other activities.

The successful candidate will possess:**Required experience:**

- 1 year Database Administration / Programming experience.
- 1 year Application Support/troubleshooting experience.
- 3 years Windows Server experience.
- 1 year Unix Server experience

Required skills & abilities:

- Experience with back-office functions.
- Will be expected to manage technical challenges experienced when implementing and supporting a high-availability environment in a real-time trading environment.
- The right person will be able enhance Trading Systems, specifically adding value from a Client perspective, and engage with business users and other Frontline teams.
- Experience/knowledge of the trade lifecycle, with the capability to work closely with clients, sales, implementation and product managers on their requests in trading and operational environments.
- Some knowledge of SQL Server 2000/2005 programming and administration.
- Ability to effectively communicate with management, clients, salespeople, traders, trade support, development, QA, project management.
- Ability to thrive and work effectively on multiple simultaneous tasks within fast paced, high tech, customer service oriented environments required.
- Strong customer service, interpersonal and analytical skills.
- Creative problem solving skills and attention to detail.
- Excellent verbal and written communication skills
- Excellent team worker and good performer under minimum supervision

Required Professional Designation/Certification:

- Undergraduate degree or diploma in Information Technology, or equivalent experience an asset.