

## Enterprise Solutions Positions

### Overview

The Apprentice(s) will work closely with multiple teams within Enterprise Solutions for a period of 10 weeks. After that a decision will be made for a full time job offer based on success criteria that will be discussed in advance. The primary task will be internal workflow support underpinning Enterprise department's day-to-day business. Tasks will range from pre-sales to post-sales support and involve high levels of concentration with attention to detail. This individual may be involved in document reviews, data validation that compares multiple sets of data as well as data preparation such as formatting and data cleansing. Additional tasks will be allocated based on prior/current experience. Training will be provided as necessary.

### Required Experience

- Proficiency in Microsoft Excel
- Strong critical thinking problem solving skills
- Attention to detail

### Helpful Experience/Skills

- Experience in UNIX will provide scope for additional responsibilities.
- Some experience or studies in computer science (Java, C/C++, .NET, etc.)
- Exposure to market data systems

### Potential tasks

- Data content coverage checks
- Bandwidth capacity checks
- Run and update sales reports
- Analyze sales data
- Document field validation
- Data validation for business intelligence reports
- Data cleansing, formatting, and enrichment
- Run system tests within lab environment
- Compile and maintain support management reports
- Assist with QA testing

## **The role: Within Service Delivery department**

We're looking for a passionate, motivated service-orientated individual to come join our team. You'll be a quick study, ready to work as part of an effective, reactive triage function within the Enterprise Solutions Service Delivery department. You'll be trained to quickly and accurately identify problems, and then perform detailed & meaningful diagnostic & troubleshooting to identify the root cause. If needed, you'll escalate the issue internally, all whilst ensuring our clients receive an exceptional, seamless support experience.

You're professional and personable, intelligent and analytical, and keen to join a diverse team that provides round-the-clock support to our Enterprise Solutions clients. You're a solution-provider, with a passion for providing platinum technical support. You are able to get results by working closely with team members and colleagues around the organization, but are also not afraid of making independent decisions when situation demands.

This role can be based in either New York City or Skillman, NJ

### **We'll trust you to:**

- Work closely with technical and market data contacts at client firms to help resolve & prevent issues that may impact the their businesses
- Handle escalations to internal groups such as Network Operations, Global Data team, Data Feed teams, Enterprise Implementation and Engineering
- Take ownership of questions and technical issues reported by clients and provide direct support using telephone, ticket systems & email, and, if necessary, actually in person
- Actively troubleshoot to recreate reported customer issues on internal, client simulated & test system environments OR by actually carrying out diagnostic work on clients own test/UAT systems.
- Maintain the health and availability of our systems through alerting, monitoring, capacity management, instrumenting, and reporting
- Partner with sales and account management to build and strengthen client relationships

### **You'll need to have:**

- An analytic and problem solving mindset to identify root causes to issues
- A passion for customer service
- Strong multitasking skills and the ability to maintain a professional demeanor when handling complex and time sensitive issues

- Knowledge of market data and data models
- A good understanding of market data, asset types and associated data points
- Ability to derive requirements from stakeholders via email, meetings, and conference calls
- Bachelor's degree in Computer Science, Information Systems/Technology or Finance

**We'd love to see some of the below:**

- UNIX skills with ability to investigate technical issues or willingness to learn
- Any exposure to languages using Shell, Perl and Python, .NET, Java, and C++
- A basic conceptual understanding of Web Services
- Experience with database querying languages such as SQL, NoSQL or similar
- Exposure to architectural design in order to facilitate client adoption of Enterprise Solutions products and services
- Series 7/63 or related financial services certifications