



# TradingHub

## Service Desk Engineer

**Occupational Areas:** Financial Analytics, Banking & Investment, Technology, Data, Computer Science

**Salary Range:** Competitive

**Location:** Causeway Bay, Hong Kong Island (Flexible Remote)

### About TradingHub:

TradingHub is a rapidly expanding Financial Services Technology (FinTech) company founded in 2010. Its Headquarters is in London and it has further offices in New York, Hong Kong, and Toronto.

We build cutting edge, AI-assisted, trade analysis software for our clients which consist of banks, hedge funds, asset managers and other financial services institutions. Our products are used by these organisations to detect financial crime and enhance business performance based on the client's day to day trading data.

These products include:

- Best execution analysis
- Trader performance profiling and enhancement
- Insider trading and market abuse detection
- Rogue trader detection

Our products are market leading in each category:

- Advanced analytics and machine learning algorithms allow us to perform statistically rigorous analysis of all asset classes uniquely
- We use in-house programming languages, optimised for fast and complex analysis of large trade volumes
- All our tools have an intuitive user interface (built using in-house programming languages) that make it very easy for our clients to access our analysis

We view ourselves as a disruptive FinTech company that is nimble enough to move fast, innovate quickly and provide a premium level of client service and support.

### Summary of role:

Working as part of a global 24/5 Service Desk, you will be the first point of contact for all TradingHub clients as well as internal users, and the first point of escalation for the 1<sup>st</sup> line engineers. You will take and resolve escalations from the 1<sup>st</sup> line team, and escalate to the product support teams where required. You will be required to triage and assign support tickets in the absence of 1<sup>st</sup> line.

You will have experience and a good understanding of SQL, as well as being a problem solver with an eye for detail and desirably come from a finance background. You will be required to provide a superior service to our clients creating an unbeatable customer experience.

### Responsibilities will include:

- Provide 2<sup>nd</sup> line application support to TradingHub clients
- Provide 2<sup>nd</sup> line desktop support to internal users
- Batch run monitoring

- Logging support tickets via telephone and email to a high standard
- Meet strict service level agreements (SLAs)
- Effective ticket management
- Point of escalation for 1<sup>st</sup> line
- Ticket handovers between different regions
- Emergency cover for other regions when required (ample notice will be provided)

## Requirements

- Must be able to speak English
- Must have good understanding and experience with SQL
- Must be able to write and test code
- Exceptional verbal and written communication skills
- Experience working within a Service Desk role providing 2<sup>st</sup> line support
- Experience providing application support
- Basic knowledge and understanding of programming languages

## Desirable

- Knowledge of virtualisation and networking technologies
- Office365 administration
- Azure Active Directory administration
- Windows 10 configuring and troubleshooting
- Hardware diagnosis and configuration
- Working to strict SLAs and OLAs
- Experience working within an ITIL environment
- Working within a service desk providing 24 hour support
- The ability to speak an Asian language

If this is of interest to you please send a covering letter and a cv to [careers@tradinghub.com](mailto:careers@tradinghub.com)

TradingHub is committed to providing equal opportunities and supporting diversity in employment. Diverse teams are the best teams.