

Technical Support Consultant Cape Town



Job Specification

Peresys is looking for IT graduates who are passionate, proactive, self-motivated and achievement driven; people who have excellent communication skills, a can-do attitude, and the desire to grow their career in IT within the Financial Markets Industry.

You will be responsible for 1st Line Support to Peresys' local and International client base. The role includes the configuration, certification and support of FIX hosted solutions in the BPN for local and international Institutions and Brokers.

Key Responsibilities

You will be required to:

- Take ownership of Client issues and manage until closed
- Proactively monitor and provide feedback on client order flow
- Cover the necessary shifts to cater for the local and international market times
- Configuration, certification and Implementation of new Client connections
- Support of all hosted solutions in the BPN
- R&D and provide input around exciting new FIX solutions
- Strive for a high percentage of "first call resolution"
- Leverage the knowledge base for resolution of known issues
- Gather sufficient information to pass requests to the next level of support and ensure that requests are allocated to the correct Solution Support Specialist
- Proactively track the service requests and provide ongoing feedback to the client
- Maintain awareness of service requests that are open and escalate these to management where no action is being taken
- Ensure that all service requests are managed against service delivery expectations and requirements
- Ensure awareness of client environmental changes
- Ensure compliance with operational processes and procedures at all times

Skills and Experience Required

NB: *Must have an IT Degree or Diploma *

- Bsc Computer Science, BComm Information Systems or similar qualification.
- Financial studies advantageous

The following experience will count beneficially in rating similar applicants;

- Good understanding of the Financial Services industry
- Exposure to XML and networking

Personal skills required:

- Obsessed about client service/satisfaction
- Excellent verbal and written communication skills within the English Language
- Confident with exceptional communication skills both internally and with Clients
- Hungry to learn and understand the product set that we support
- Willingness to be part of a dynamic team
- Strong sense of urgency

- Excellent telephone manner/soft skills
- Ability to adapt to change
- Ability to work well under pressure
- Pro-active approach
- Team player
- Self-starter
- Enthusiastic
- Able to self manage and apply knowledge without formal training
- Administratively strong
- Attention to details and thoroughness is essential

We employ people who are passionate, motivated, and talented. You must have the inclination to get your hands dirty and solve problems, be a team player, calm under pressure and have a positive influence on those around you.

If you have an IT Diploma/Degree, an interest in building a career within the Financial Markets Industry, and a passion for superior customer service, apply today! www.peresys.com

e-mail your CV to Peresys_jobs@peresys.com