

Graduate Technical Support Engineer Cape Town



Job Specification

A confident, professional graduate with the inclination to solve problems and the ability to work in a high pressure environment is required to join the Peresys FIX Services Team in Cape Town.

The role includes the configuration, certification and support of FIX hosted solutions for local and International Institutions and Brokers.

Key Responsibilities

You will be required to:

- Provide 1st line telephonic support to local and international clients
- Take ownership of client issues until resolution
- Proactively monitor and provide feedback on client order flow
- Certification and sign off with clients on new connections
- Configure, support and implement new client sessions
- Maintain an up-to-date knowledge of technologies including open domain standards and API specifications, Financial Information Exchange (FIX) Protocol and current developments
- Testing of enhancements, fixes and new releases
- Provide support for all areas of the technical support function including communications software, test tools, performance, capacity planning and ecommerce technology as required

Skills and Experience Required

- Must have Bsc Computer Science, BComm Information Systems or similar qualification
- Good understanding of the Financial Services Industry would be an advantage
- Exposure to XML and networking would be an advantage
- Knowledge and experience in FIX protocol would be an advantage

- Must have excellent interpersonal and communications skills
- Must be able to self manage and apply knowledge without formal training
- Must be a team player
- Must be administratively strong
- Must have the ability to perform under pressure
- Must have an appreciation for Client demands

We employ people who are passionate, motivated, and talented. You must be a team player, calm under pressure and have a positive influence on those around you.

If you have an appreciation for client demands and would like to work in a dynamic, entrepreneurial environment that rewards you for your above average performance, apply today!

e-mail your CV to Peresys_jobs@peresys.com