



PRODUCT ANALYST – EU SHIFT

Location: Belfast

Overview

Vela is a global financial technology provider of high performance trading, market data, and analytics technology solutions. Vela offers an end-to-end multi-asset Direct Market Access (DMA) platform connected to over 60 global exchanges; high-performance and low-latency market data and market access; industry leading pre-trade risk controls; post-trade processing; trading analytics; plus, a front-end for price discovery, execution, and risk management. Vela clients benefit from award-winning managed services, customer support, and world-class professional services from an experienced team comprised of seasoned financial services industry experts and cutting-edge technologists.

Vela has offices in Europe, US and Asia supporting traders, market makers, financial institutions and other market participants worldwide.

Job Profile

Product Analysts work on a wide range of specialist areas ranging from development consultancy to operational support. Duties include working with customers to resolve business critical and time sensitive issues they encounter when using our Vela Software suite of products.

Our suite of products includes Low Latency Market Data Platforms, Monitoring Software, Data Distribution Software, Order Entry / Routing Software and the MAMA / OpenMAMA API (C / C++ / Java / .NET / C#).

A Product Analyst is a subject matter expert, who can implement and deploy products internally and externally, with the expectation that you will improve other less experienced staff and streamline processes.

Key Accountabilities

- Ownership of technical enquiries – Identify, diagnose and resolve incidents raised by customers.
- Progressing all incidents through to resolution and working with the customer to verify effectiveness of solution
- Fully understand all outstanding incidents relating to our software suite
- Execute on Professional Services tasks to help our customers successfully install, integrate, and maintain Vela software in accordance with our best practices
- Be a point of contact with other departments to ensure a tight implementation of the solution and a smooth transition to production



- Be a knowledge share champion to our internal knowledge base on common issues and practices and help cross-train on our suite of products.
- Create and deliver professional training collateral for use in empowering our customers as well as in-house courses.

Knowledge, Skills & Experience Required

Essential:

- BS Required or equivalent in Computer Science, Engineering or related discipline.
- Effective written and verbal communication skills
- Direct customer facing experience
- Excellent problem solving and analytical skills
- Ability to multitask and prioritize responsibilities
- Proven ability to thrive in fast paced day-to-day activity
- Proven track record of exceptional performance, high productivity and meeting deadlines
- Strong working knowledge of various operating systems: Unix, Linux, Win Systems, etc.
- Trouble Shooting/Development Experience in Programming Languages: Java, C++, .NET, C#, Perl, etc.
- Skilled Trouble shooter
- Track record of working within a highly effective team

Desirable:

- 3+ years relevant (i.e. industry/product) experience or equivalent expertise
- Experience using the Vela Market Data Platform
- Experience developing against the MAMA / OpenMAMA API
- Systems Administration Experience
- Financial Markets Domain Knowledge
- Financial Protocols expertise
- OS/Hardware engineering – experts in optimizing hardware for best software performance