



SERVICE DESK & MONITORING ANALYST – EU & US SHIFT

Location: Manila

Overview

Vela is a leading independent provider of trading and market access technology for global multi-asset electronic trading. Our software enables clients to successfully execute on their trading strategies and manage risk across multiple fragmented markets, liquidity pools, and data sources. We help firms successfully differentiate and innovate in an ever-changing, increasingly-regulated and fiercely-competitive landscape, while also reducing total cost of ownership.

Vela's ticker plant, execution gateways, trading platform, and risk and analytics software deliver a unique, ultra-low latency technology stack for electronic low-touch and Direct Market Access (DMA) execution and pricing. We leverage the latest innovations in technology to deliver cutting-edge performance, features and reliability. Our modular stack is accessed through a single set of trading, data and risk APIs and can be delivered as-a-Service from multiple co-location data centers globally.

With access to more than 200 venues, Vela provides global coverage across all major asset classes. Clients are supported by an award-winning team of technical and business experts available 24x7 from our multiple offices in the US, Europe, and Asia. Vela's clients include traders, market makers, brokers, banks, investment firms, exchanges, and other market participants.

Job Profile

The Service Desk & Monitoring Analyst is the first point of contact for users who call the Vela Support Hotline and will be expected to proactively identify issues. Successful candidates will take ownership of issues, managing them in a logical and methodical manner while providing the highest level of customer service. Analysts will manage several scheduled tasks for customers designed to ensure that the customers systems remain operational and look to identify repeat issues. Analysts will escalate unresolved problem/issues/requests to tier 2 and 3 support teams. Analysts will also be expected to identify and develop automation opportunities to improve and enhance existing monitoring.

Key Accountabilities

- Outage call handling - notifying internal and external stakeholders and being responsible for communications.
- Incident handling and responsible for taking agreed remediate actions.



- Monitoring of production environments - identifying and implementing improvements.
- Be a point of contact with other departments to ensure a tight implementation of the solution and a smooth transition to production
- Running reports to analyse common complaints and problems.
- Be a knowledge share champion to our internal knowledge base on common issues and practices and help cross-train on our suite of products.
- Rolling out software and configuration changes / change request management.

Knowledge, Skills & Experience

Required

- Degree 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.
- Track record of working within a highly effective team

Desirable

- Knowledge of monitoring software
- Systems Administration Experience
- Financial Markets Domain Knowledge or financial Protocols expertise
- OS/Hardware engineering – experience in optimizing hardware for best software performance

Further Information

For more details on our organization, please visit our website: TradeVela.com

Vela Trading Systems is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or protected veteran status and will not be discriminated against on the basis of disability.