

JOB OPPORTUNITY

VELA
connect · deliver · enable



TRADE SUPPORT ASSOCIATE

Location: Chicago

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

You will be part of a team that has a strong client focus and is responsible for managing all service requests across the across the Metro suite of products

- Support 400+ end user financial traders with proprietary software platform in real time
- Second shift Sunday through Thursday
- Own and maintain clear, detailed and concise case management and client communication records
- Ensure client satisfaction by providing solutions to ongoing issues
- Maintain multi-department functionality to ensure effective, continuous client connectivity
- Collaborate with team members to identify innovative ways to improve practices and procedures

Key Accountabilities

- Contribute to the software development lifecycle including design, implementation, testing, installation and support
- Proactively manage own tasks and projects to agreed deadlines



- Collaborate with team members to identify innovative ways to improve practices and procedures
- Strong client focus, with an emphasis on issue resolution in line with service- level agreements

Knowledge, Skills & Experience Required

Essential

- Detailed options knowledge, ideally options on futures, including volatility trading, delta trading and hedging option positions
- Options trading experience is a must
- Process-oriented and ability to achieve results
- Strong organizational and communication skills, with great attention to detail
- Someone who will fit in with our hard-working, casual culture
- Strong analytical and problem solving skills
- Ability to own multiple customer relations
- Knowledge of Java and programming experience is a plus
- Bachelor's degree in Computer Science or Finance is preferred but not required

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.