

LiquidityBook

Job Description: New York-based, Client Support Analyst

Target Start Date: ASAP

Salary: Competitive, to be discussed individually based on candidate experience

Job Description

LiquidityBook, a financial technology firm offering software products to hedge funds, asset managers, banks and brokers, is seeking a bright, motivated and analytically minded individual to provide client services and technical support to its growing client base. The candidate must be a self-starter who likes problem solving, possesses a keen technical aptitude, is proficient at learning new systems and technologies quickly and thrives on working in a fast-paced, dynamic and entrepreneurial environment. The role involves heavy collaboration with both internal project managers and developers and external clients, so applicants must be articulate, possess effective written and verbal communication skills and be able to maintain a calm and professional demeanor while solving challenging problems.

This individual will report to our head of client services and will be responsible for providing customer service and technical support to the Company's clients. Success in the role will be achieved by obtaining a sufficient understanding of LiquidityBook's software solutions and employing effective written and verbal communication skills to (a) provide clients with high-quality, informative customer support and incident resolution and (b) provide concise, complete documentation of incident facts for development or project manager escalation. After becoming proficient in their core responsibilities, the hire will be given ample opportunity to expand their role based on their skills, preferences and prevailing company needs. Areas of possible expansion include a technical/developer path and a product deployment/project management path.

Qualified candidates should possess 2-3 years of post-university work experience in a technology-related role within the financial services vendor space, or in a comparable role at a buy- or sell-side market participant firm. The ideal candidate will have this same level of experience at an OMS/PMS/EMS vendor firm and possess a working understanding of the FIX protocol.

Company Description

LiquidityBook is a fast-growing and highly regarded fintech firm that provides end-to-end, fully hosted electronic securities trading solutions for capital market participants. Our clients vary from multi-billion-dollar hedge funds to the largest global banks/institutional brokerage houses. Our product and service suite ranges from the Order Management (OMS) and Portfolio Management (PMS) systems that allow hedge funds to electronically trade and monitor positions, to the FIX connectivity that allows securities orders to be digitally transmitted between market participants and exchanges, as well as risk and compliance modules.

Functions & Qualifications Overview

- **Primary Job Functions:**

- Respond to, document and resolve client support incidents from inbound support channels, including telephone, email and chat.
- Document incidents for escalation, including bugs, improvement suggestions and other relevant information gleaned from interactions with clients.

- **Candidate Qualifications and preferred attributes:**

- Bachelor's degree or University degree equivalent required
- 2-3 years of experience preferred; recent graduates also encouraged to apply
- Analytical thinking, problem solving and the ability to manage multiple projects and client expectations
- Experience with databases and knowledge of SQL is a plus
- Experience w Java and Python is a plus
- Working understanding of the FIX protocol
- Exceptional communication and relationship building skills
- Must have technical aptitude and desire to learn new technologies
- Strong interest and understanding of financial markets and the investment process
- Must possess a calm demeanor and positive attitude