

CMC385 – Trading Application Support Analyst

Department: IT Production

Reporting to: Trading Application Support Manager

Since launching in 1989, CMC Markets has become one of the world's leading online CFD and financial spread betting providers, with nearly 66.8 million trades executed annually across Europe, Asia Pacific and North America.

CMC Markets' success is founded on its ability to deliver a wide range of trading products to customers, from single equities to indices, currencies and commodities. This means our clients don't need to go to a forex broker, futures broker or a commodities broker to trade these different instruments, they can trade them all through one trading platform. CMC Markets has pioneered the development of online trading in markets around the world to become a world leading spread betting and CFD provider.

ROLE AND RESPONSIBILITIES

Role Summary:

The Trading Application Support team is an integral part of the wider IT Production department. The team is split across London and Sydney and responsible for providing application support for CMC Markets' award winning web-based trading platforms. This role reports into the regional Trading Application Support Manager, based in London, who provides support, management and escalation for the role.

Tasks come via monitoring alerts or tickets raised by internal CMC teams. You will work closely with peers in London and Sydney, following current support processes to ensure that all incidents are resolved efficiently, and any changes are implemented successfully. Working in a mixed operating system environment, using Red Hat (70% of the estate) and Windows (30%) you will work to identify and implement new processes, procedures and automated solutions, ensuring an excellent and professional service is provided at all times. It is a fast-paced, process driven environment.

Role and Responsibilities:

- Using our 'follow the sun' support model, ensure maximum availability and performance of the company's trading applications across web, mobile and API channels;
- Provide 1st and 2nd line support for the trading platforms;
- System monitoring with real time monitoring tools. (Nagios, Splunk, AppDynamics, Geneos and Bespoke tools);
- Provide proactive and reactive support to application and operational issues across both production and non-production environments;
- Proactively fix support issues, provide or suggest remedial actions or route issues to developer for remediation;
- Liaise with external vendor, other support teams (Business Operations, 3rd Tier Support, DBA, Security, Infrastructure) and development departments to ensure incidents are resolved;
- Review and implement improvements to support process and monitoring where appropriate, as well as ensuring operational documentation is maintained;
- Follow our release and change process to complete deployments and change successfully;
- Plan, execute and review maintenance tasks and deployments between IT and development teams;
- Participating in DR and BCP testing;
- Shifts on a weekly rotational basis – this will include some weekend on call work, rotated through the team;
- Maintain personal/professional development to meet the changing demands of the role, including all relevant regulatory and legislative training;

- When dealing with all customers, clients or colleagues ensure that we provide a clear, fair and consistent high quality service that presents a professional and positive image of CMC Markets;
- Take all reasonable steps to ensure appropriate confidentiality;
- Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this role.

KEY SKILLS AND EXPERIENCE

Essential:

- Self-starter with passion for IT
- Experience of IT Support

Desirable:

- Experience of supporting applications (Java, .NET, Apache, IIS);
- Knowledge of Red Hat Linux (or others Unix flavours) including scripting;
- Knowledge of Microsoft Windows Server.
- Experience of working within financial industry;
- Experience of working within an ITIL framework;
- Experience of working with market data, FIX protocol;

CMC Markets is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.

KEY OBJECTIVES/KPIS

- As per performance review

COMPETENCIES

- Communication
- Team work
- Customer focus
- Resilience and adaptability
- Problem solving

The Company reserves the right to review, alter and amend job descriptions from time to time in line with business requirements.

Job holder name: _____

Date: _____

Job holder signature: _____