



TradingHub

Desktop Support Engineer

Occupational Areas: Financial Analytics, Banking & Investment, Technology, Data, Computer Science

Salary Range: Competitive

Location: London EC2 (closest station: Liverpool Street)

About TradingHub:

TradingHub is a rapidly expanding Financial Services Technology (FinTech) company founded in 2010. Its Headquarters is in London and it has further offices in New York, Hong Kong and Toronto.

We build cutting edge, AI-assisted, trade analysis software for our clients which consist of banks, hedge funds, asset managers and other financial services institutions. Our products are used by these organisations to detect financial crime and enhance business performance based on the client's day to day trading data.

These products include:

- Best execution analysis
- Trader performance profiling and enhancement
- Insider trading and market abuse detection
- Rogue trader detection

Our products are market leading in each category:

- Advanced analytics and machine learning algorithms allow us to perform statistically rigorous analysis of all asset classes uniquely
- We use in-house programming languages, optimised for fast and complex analysis of large trade volumes
- All our tools have an intuitive user interface (built using in-house programming languages) that make it very easy for our clients to access our analysis

We view ourselves as a disruptive FinTech company that is nimble enough to move fast, innovate quickly and provide a premium level of client service and support.

Summary of role:

The primary function of this role is to provide desktop support to the end users. This role requires initiative and excellent communication skills to ensure consistent delivery of services.

Key Responsibilities:

- 1st and 2nd line support for all Windows services and applications for desktop
- Regular maintenance and updates to all applications and desktop hardware
- Windows Server maintenance and troubleshooting
- Ensuring the security of desktop and mobile devices
- Ensuring uptime of all desktop systems in line with any SLAs
- Ensuring all AV equipment is working correctly in meeting rooms
- Providing regular progress reports to line manager
- Ensuring assigned service desk tasks are kept up to date and that support issues are resolved promptly

Skills and Experience:

- User Support
- Windows desktop and application support
- Ability to prioritise workload
- Customer service experience
- Windows server administration and troubleshooting
- Hands on AWS experience is desirable but not essential
- Network issue diagnostics
- Security Patching
- Keeping all documentation and diagrams up to date and accurate
- Performing all daily checks consistently and resolving issues
- Office 365

If this is of interest to you, please send a covering letter and a CV to careers@tradinghub.com
TradingHub is committed to providing equal opportunities and supporting diversity in employment.
Diverse teams are the best teams.