



TradingHub

Technical Solutions Analyst

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

Salary Range: Competitive

Location: Toronto

About TradingHub:

TradingHub is a rapidly expanding Financial Services Technology (FinTech) company headquartered in London but with sister offices in New York, Denver, Hong Kong, and now also Toronto. This position is within our newly created Toronto office and is a further step towards our ambitious global growth plans.

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:

We are looking for a Technical Solution Analyst to provide support to the firm's clients with a key focus on execution and delivery in line with internal Service Level Agreements to provide "best in class" client service.

Key Responsibilities:

- Work directly with clients to triage and solve any issues they have by investigating the front and back end of the software as well as the data being used
- Assist clients in understanding how the output of the software has been obtained
- Develop automation tools to help with repetitive tasks that the Technical Solutions team has to undertake
- Work alongside our engineers to identify and implement any changes in the code
- Liaise with CRM to manage clients

Skills and Experience:

- 1+ years' experience in a similar role
- Bachelor's Degree in a STEM field with an excellent academic record
- Excellent mathematical skills with a patient attitude to problem-solving
- excellent interpersonal and oral/written communication skills
- patient perspective to problem-solving and the ability to clearly explain complex issues and solutions to clients
- Proficiency in Python or SQL
- The ability to demonstrate creativity around solutions to create greater efficiency within the day to day processes
- Financial Markets experience is desirable but not required

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.