

Customer Technical Support Specialist (12 month maximum term)

ASX Position Description

ASX “All Roles Flexible”		What’s On Offer
ASX Opportunity Snapshot		
<p>ASX offers mutually beneficial flexible working arrangements. We recognise that employees need to balance work and personal lives.</p>		
Role:	Customer Technical Support Specialist	<p>In this fast paced environment you will work in a high performing team as the first point of contact for technical queries for a wide range of ASX customers. You will be responsible for providing high quality technical support to customers who develop to and access ASX Trading and Information systems.</p> <p>You will also provide customer readiness support for ASX technical releases to ensure an outstanding customer experience.</p>
Reports to:	Manager, Customer Technical Support	
People Management:	N/A	
Budget:	N/A	
Team:	Customer Technical Support	
Date:	April 2019	
Location:	Sydney, NSW	
Flexible Role:	Yes	

What you’ll do:

- You will proactively ensure the management and resolution of customer queries in a timely and efficient manner
- Actively monitor and maintain customer connectivity for ASX critical systems
- Take an active role in customer readiness for ASX system and product releases and provide regular and ad-hoc reporting for internal stakeholders
- Build and share knowledge of ASX customers through active engagement and support
- Deliver exceptional service to ASX customers; maintaining high standards of support and responsiveness on all technical related matters including production and development support
- Support ASX customer communications to ensure customer awareness
- Support the operation of ASX External Test and Production Environments; assisting in the development and refining of workflows between departments to ensure a streamlined and efficient customer experience
- Provide assistance to customers during various development and testing phases such as API Development, Qualification Testing, Customer End to End Testing, Implementation Rehearsals and Production Go-Live;
- Manage centralised customer hotlines and inboxes ensuring availability and servicing within support hours and agreed SLAs

- Collaborate internally working closely with Operational, Business Development, Project and IT teams, to enhance the customer experience
- Participate as an engaged member of the Operations Group; contributing to initiatives and deliverables aligned with the Operations strategy
- Identify and implement initiatives related to operational risk reduction, technical change and process improvement
- Operate within a 12 hour shift rotation and provide support on occasional customer facing weekend upgrades.

What you've done:

- Previous experience in a customer service orientated and delivery focused environment
- An understanding of the Australian financial markets including Equity, Derivatives or OTC Markets
- Knowledge of Participant systems, operations and connectivity models across Front, Middle or Back Office environments
- Experience in providing technical support
- Experience with technical systems, protocols or infrastructure
- Proven verbal, written and communication skills including experience with data collation and report writing for management

And if you've got some of this, even better:

- Technical mindset with exposure to networking concepts
- Previous exposure to ASX products and systems
- Experience in FIX or other financial communication protocols
- Previous exposure to CRM systems (ideally Salesforce)
- Experience in using call logging and tracking systems

What you need to enjoy and be good at for this role:

- Customer Driven and Delivery Focused – be an advocate for our customers
- Team Player – actively builds and maintains relationships; respectful, considerate, ethical and behaves with integrity
- Decisive Communicator – clearly articulates recommendations to management and keeps calm under pressure
- Attention to detail – understands the importance of getting things right
- Challenging the Status Quo – driving continuous improvement
- Agile, Adaptable and Resilient – able to manage change and be positive
- Knowledge Manager – designs and facilitates knowledge transfer to increase resource capabilities
- Analytical Thinker – detail orientated, methodical and guided by structure and process; seeks to deliver efficiency