

Description de poste

SUNGARD

Intitulé du poste :Operations Support Engineer

Domaine / Industrie :ICT

Lieu de travail :Pôle technologique El Ghazela

Présentation de l'entreprise:

SunGard is one of the world's leading software and technology services companies.

Description du poste:

- Technical Support for market Map software components (Maintenance, Monitoring, Production issue resolution and reporting, collaboration with Development and Data Management Teams)
- Implementation and maintenance of new and existing market data feed connections
- Communication and cooperation with international customers and data providers
- Responsible for Tier 1 level support which includes break/fix management and communications to internal stake holders regarding status and problem tracking
- Day to day responsibilities of the market Map Operations team; providing escalation, prioritization and resolution support
- Monitor connectivity and market data feeds within the SunGard's market data networks
- Monitor error alerts from various systems
- Responsible for first level technical system support for multiple customers along with implementation of market data access for new and existing customers
- Document problem descriptions, actions taken during troubleshoot and resolution
- Correctly escalate customer issues to appropriate resources for additional assistance when needed
- Adhere to production and change control rules relating to implementation, trouble-shooting and outage resolution
- Position is 70% technical and 30% project/customer management



Compétences:

Good level in both French and English

Formation: Engineering degree in Computer Sciences or equivalent

Expérience : [0 – 3 ans] X [3 – 5 ans] [5 – 10ans] [10 ans et plus]

Contact:

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