

Customer Technical Support Specialist

ASX Position Description

ASX “All Roles Flexible”

ASX offers mutually beneficial flexible working arrangements.
We recognise that employees need to balance work and personal lives.

ASX Opportunity Snapshot		What’s On Offer
Role:	Customer Technical Support Specialist	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.
Reports to:	Team Leader, Customer Technical Support	
People Management:	N/A	You will also provide customer readiness support for ASX technical releases to ensure an outstanding customer experience.
Budget:	N/A	
Team:	Customer Technical Support	
Date:	June 2021	
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