

# Functional Support Engineer in Cluj-Napoca

## Job Description

You will work on one of the Risk products and you will be responsible for the analysis of the customer needs, support to the customer, writing of the functional specifications and concepts.

The successful candidate will:

- Translate the functional specifications for the (technical) development team and support this team in the overall development and testing process until the final release.
- Participate in functional acceptance tasks.
- Participate to product first- and second-line support by analyzing reported customer cases and providing resolution recommendation.
- Perform non-regression analysis.
- Analyse test results to validate new functionalities in close collaboration with the development team.
- Participate actively to product documentation, in particular for the functionalities (s)he specified.

## Qualifications and Competences

- At least a Bachelor's degree (BA or BSc) in economics or finance. Students in final years are also eligible.
- Mathematical and statistical proficiency.
- Basic understanding of financial concepts and banking instruments.
- Financial mathematics, instruments and markets.
- Risk management.
- Advanced Excel.
- Fluency in English, written and oral. Other languages are considered an asset.
- Basic computer programming skills - considered an advantage.
- Basic IT skills (Java OOP, SQL) - considered an advantage.

## Personality / Personal traits:

- Excellent communication (written and oral) and interpersonal skills.
- Responsible, methodical and organized.
- Self-learner and independent.
- Assertive, being able to make expert decisions based on personal judgement.

You can submit your application at the following link:

[https://wk.wd3.myworkdayjobs.com/External/job/ROU-Cluj-Napoca-Blvd-21-Decemberie-1989/Associate-Functional-Support-Engineer\\_R0004729](https://wk.wd3.myworkdayjobs.com/External/job/ROU-Cluj-Napoca-Blvd-21-Decemberie-1989/Associate-Functional-Support-Engineer_R0004729)