

Associate Functional Support Engineer

Job Description

The Associate Functional Support Engineer handles incoming questions and bugs reported by customers which have been identified as issues in the OneSumX for Risk Management application.

The main task is identifying the specific issue out of the overall problem that is reported. First it is needed to reproduce the problem on a local environment and once successful, to identify the root cause (eliminating all side events which do not have to do with the real problem).

If this is a bug in the software, the support engineer will have to report the issue to the development team. Otherwise, support to the customer will be provided to resolve the addressed problem.

Key Responsibilities

- Resolve functional and product related issues reported by users using established policies and procedures
- Analyze functional questions or reproduce functional problems and provide or develop appropriate solutions related to supported applications/functionality using general knowledge acquired through education or experience

Requirements:

Essential:

- At least a Bachelor's degree (BA or BSc) in economics or finance. Students in their 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.

Personality / Personal traits:

- Organization: Personal organization is a major factor in your success in the Support domain. It comes beside support team methodology.
- Writing capacity: Ability to describe a concern (issue, enhancement, Knowledge Base article, mails in a clear, accurate and synthetic style.
- Team player.
- Persevering: some issues may require repetitive trials & tests.
- Excellent communication (written and oral) and interpersonal skills.
- Responsible, methodical and organized.
- Self-learner.
- 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/Associate-Functional-Support-Engineer_R0039465