

## Senior Functional Support Engineer

### #BETHEDIFFERENCE

**If making a difference matters to you, then you matter to us.**

Join us, at **Wolters Kluwer**, and be part of a dynamic global technology company that makes a difference every day. We're innovators with impact. We provide expert software & information solutions that the world's leading professionals rely on, in the moments that matter most.

You'll be supported by collaborative colleagues who share a purpose. We are 21,000 people unique in our dreams, life stories, abilities, and passions who come together every day with one ambition: to make a difference. We do our best work together, connecting to create new innovations with impact.

### In this role, you will:

- Take on more complex functional tasks, playing a significant role in problem resolution and process improvement on the OneSumX for Basel applications (COREP, IRRBB) solutions
- Proactively address customer needs with a higher level of independence, ensuring that challenging functional issues are resolved effectively
- Lead the troubleshooting, repair, and maintenance of products
- Collaborate on special projects aimed at improving support services
- Mentor and support junior support specialists
- Analyze customer feedback to identify trends and recommend improvements

### Requirements:

- Experience: 3-5 year in a similar role
- Bachelor's degree in Economics or Finance with specialization in Banking, Capital Markets
- Advanced understanding of financial concepts and banking instruments
- Good knowledge of Excel
- Advanced level of English; Other languages are considered an asset

### Personality / Personal traits:

- Organization: Personal organization is a major factor in your success
- 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: willing to learn and adapt to the dynamically changing environment
- 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/ro-RO/External/job/ROU---Cluj-Napoca/Senior-Functional-Support-Engineer\\_R0047714](https://wk.wd3.myworkdayjobs.com/ro-RO/External/job/ROU---Cluj-Napoca/Senior-Functional-Support-Engineer_R0047714)