

Associate 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:

- Handle incoming questions and bugs reported by customers which have been identified as issues in the OneSumX for Basel applications (COREP, IRRBB)
- Identify the specific issue out of the overall problem that is reported
- 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)
- Report the issues to the development team in case is a bug in the software or offer support to the customer to resolve the addressed problem

Requirements:

- Bachelor's degree in Economics or Finance with specialization in Banking, Capital Markets; Students in their final years are also eligible)
- 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/Associate-Functional-Support-Engineer_R0047712-2