Bedrijfsgegevens

Shell Nederland
Verkoopmaatschappij
B.V.

De recruiter

GermaineCooman
Source

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Trader Support Analyst

Functie	**Trader Support Analyst**
Locatie	**Rotterdam**
Uren per week	**40 uren per week**
Looptijd	**04.06.2023 - 30.11.2023**
Opdrachtnummer	**137365**
Sluitingstijd	**30.11.2023**

Rolomschrijving en taakafspraken

Het CV en de motivatie dienen aangeboden te worden in het Engels.

Het CV dient in een Word format aangeleverd te worden.

Job Description

The Trader Support Analyst provides dedicated in-person ('on the floor') business proximate IT support to Traders and Front Office Commercial staff, workers with real-time impacts to the trading business. The team serves as a first point of contact for all Trading IT issues, of which includes standard desktop services and general triage for enterprise and application services for their designated locations and remote sites at times. This role is expected to maintain operational effectiveness within a high-pressure and demanding environment, while performing trader supporting tasks.

Dimensions

The role works to provide or maintain IT operational effectiveness within the trading environment. They provide the first level of support for things such as PC hardware and networking systems, Windows environment, standard Microsoft Office packages, trading specific packages used for analytics, a variety of external information services, online trading systems and services and all 'in house' systems essential for the trading network to function. To fulfil this role, they need to be familiar with local major Trading systems, and with the way in which these are used by the Business to facilitate their work. They are also required to liaise with the Global Helpdesk, Trading Delivery Vertical Teams, other IT Teams and external Vendors on such issues that cannot be addressed within the TS team. This role is evolving and becoming more technical to better support the business needs as they are now developing tools/apps on their own.

Accountabilities

• Provide effective IT floor support to resolve immediate operation issues to minimise impact; 1st level troubleshooting; Windows OS, PC, network, Microsoft Office (M365 suite), Exchange and Active Directory, trading specific packages, external information services, online trading platforms, bespoke trading applications
• Maintain good working relationship with stakeholders such as the Trading business users, IT Service Desk and partners, vendors, and IT management
• Work collaboratively within Shell IT (i.e., Service Assurance team, Enterprise Services and Application Operations) to coordinate effective resolutions to operational issues
• Ensure all required security, compliance and equipment demand processes and procedures are followed
• Facilitate local deployment of software and hardware rollouts, as required
• Provide support during the regional annual Business Continuity tests
• Balancing satisfying user requests while adhering to the IT policies and processes
• Apply technical acumen towards continuous improvements to processes and tools both inside the team and to support the business

Requirements

• Relevant Information Technology or Management Information Systems education at bachelor's degree level or equivalent
• Minimum of 5 years of desktop or infrastructure support experience preferably in End-User environment
• Excellent English language communication skills
• Strong technical knowledge of industry standard PC technologies and the Trading user desktop environment
• Experience with call-logging systems (i.e., ServiceNow)
• Excellent customer-facing, interpersonal skills
• Affinity with both technology and business processes
• Ability to deal with business and IT management at all levels
• Ability to prioritise in a demanding environment with multiple deliverables
• Must be a self-starter, reliable and able to work with minimum supervision
• Strong knowledge of Windows Operating systems
• Strong knowledge of MS Office products (M365), Exchange, Active Directory
• Awareness of market data feed services (i.e., Reuters, Bloomberg ICE, MarketView)
• Knowledge of development tools (i.e., Excel, VBA, Java, MS Power Platform)
• Knowledge of support, troubleshooting processes and ITIL certification a plus