

Come and join an award winning, fast-growing financial technology company. We offer excellent benefits and opportunities to advance and learn alongside accomplished business and technology leaders. Please take a look at the job specs below, we would love to talk to you about this exciting role.

Job title: Global Client Support Manager
Department: Client Support
Salary: Competitive
Location: Toronto

Job Description:

We are hiring a hands-on senior support executive to work within our global client support team. Duties will include:

- providing daily support to our North American clients (based in Toronto and New York) via email and telephone
- ongoing client engagement, including regular client meetings
- liaising with the Professional Services and Product teams to ensure that any client driven changes are appropriately prioritized and delivered
- liaising with deployment teams for new client implementations
- helping with regression testing monthly releases to clients
- keeping support documentation up-to-date
- monitoring the Inferno technology platform and addressing incidents as and when they occur

This is a client-facing role and the successful candidate will be one who is prepared to deal with tickets and system alerts themselves, whilst building and maintaining excellent client relationships.

Our clients are financial institutions and Inferno is a mission critical system for them. The ability to work quickly and to multi-task is a must for this role. The problems that Inferno solves for our clients are complex and therefore any candidate must demonstrate a high level of intelligence, be technically strong and have good numeracy skills.

Skills and Aptitude:

- **at least 5 years of providing technical support to financial institutions, including middle- and back-office systems/functions**
- **strong knowledge of financial markets and technical environments**
- **good SQL knowledge** and ideally some experience of Oracle
- an insatiable appetite for learning and a curiosity for how things work
- strong written and verbal communication skills
- team player
- a strong intellect with a degree from a good university

About Inferno:

Inferno is Torstone's technology platform used by banks and brokers across the globe to perform settlement, accounting, reconciliation and other post-trade processing functions.

About Torstone Technology:

Torstone is a leading global provider of cross-asset post-trade securities and derivatives processing technology. We simplify the complexities of the post-trade landscape. Combining many decades of investment banking expertise with in-depth global financial market knowledge, we develop an innovative, secure and scalable solution. Modern, cloud-based fully integrated technology means our customers spend less time on manual processing and maintaining regulatory compliance, and more time with clients. Our

aim is to help our customers drive revenue and greater operational efficiency, with reduced risk and better business performance.

We have a strong team of around 100 employees and are growing quickly. Our global headquarters is based in London, UK with offices in New York, Toronto, Hong Kong, Singapore, and Tokyo.