

Come 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 spec below, we'd love to talk to you about this exciting role.

Job title: Client Support Engineer
Department: Client Support
Salary: Competitive
Location: Tokyo

Job Description:

This is a client-facing role but does NOT involve constantly answering the telephone. Our clients are sophisticated users of our complex software product, so nearly all application support is through a ticketing system. Every question is slightly different, so the role is constantly challenging the intellect and knowledge of the support person. Responses to support tickets might range from configuration changes within the application to analysis of a problem to running SQL against a database and will include liaising with developers on the more difficult questions.

Much of the support work will be “second line” in nature – i.e. requiring significant investigation often with testing in UAT prior to any changes being made to the live system. Support work is shared across the team, and some first line support will also be involved.

Our clients are financial institutions and our Inferno platform 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. Some level of experience in financial markets is required. Clients are based in both Tokyo and Hong Kong, and the Tokyo support engineer will also occasionally provide support for North American and European clients when those offices are closed

Our application’s front-end is written in C# and runs on a Windows PC. At the back-end, the code is largely C++ and runs on Linux. The database is Oracle. Any experience in these areas would be useful, particularly an ability to read code and to run SQL queries. Previous developer experience would also be a plus.

Skills and Aptitude:

- **At least 3 years’ experience of supporting complex financial software** – Ideally within the back office post trade space, and ideally for a software vendor
- Experience with GLOSS, RIMS, NOVA, Eclipse, Calypso, Murex or similar systems a plus
- Good SQL Knowledge – preferably within Oracle databases
- Scripting and coding experience is a plus – Python, Bash, Perl, C++
- Ability to work pro-actively with minimal supervision.
- Eloquent, persuasive and fluent in spoken and written English and Japanese

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 100 employees and are growing quickly. Our global headquarters is based in London with offices in New York, Toronto, Hong Kong, Singapore, and Tokyo.