

Role Profile

IT Operations Support Analyst

A2X is looking to hire an IT Operations Support Analyst who will be responsible for A2X's IT Software as well as provide technical assistance to our clients, vendors and various third parties from an onboarding as well as ongoing operational perspective.

Responsibilities:

- » Work with A2X's clients and vendors to connect them to A2X's various Exchange Platforms which include, the Customer Test, Production and DR environments
- » Proactively monitor software as well as client activity to pre-empt and deal with issues that may arise.
- » Provide ongoing technical support to connected clients and vendors to ensure they can successfully connect with A2X daily and to resolve issues efficiently when they arise.
- » Perform certification of FIX and ATP(binary trading protocol) as part of client onboarding.
- » Work closely with the A2X IT Networks and Infrastructure Team to resolve any issues that may arise from the A2X application environment due to server or network failure
- » Configuration and maintenance of software systems, planning deployments which may entail re-certification of clients.
- » Systems capacity planning; creating and maintaining a scalable system for Test and Production
- » Systems monitoring, alerting and automation of configuration

➤ A2X MARKETS

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Reg. No. 2014/147138/07 **Directors:** K Brady*, N Matyolo, A Mendelowitz, SA Melnick, R Kisten (* Executive)
www.a2x.co.za



- » Prepare and maintain up to date documentation for internal and external customers detailing configuration of deployed solutions.
- » Out-of-hour's work will be required as necessary, either in the office or in A2X's datacentres.
- » Provide technical assistance to internal staff

Required Skills/Experience:

- » Working knowledge of the FIX protocol, essentially candidate should be capable of reading raw logs.
- » Python scripting (preferable)
- » Linux – able to navigate and interrogate file systems running in a Linux environment
- » Understanding of exchange links, market data and general equities order flow from order entry all the way through the settlement cycle.
- » Proven experience in the financial markets industry
- » Experience of SQL, understanding and executing queries and statements.
- » Knowledge and exposure to a binary trading protocol or trading system API advantageous.
- » Demonstrate good problem-solving skills as well as identifying problems in advance, and proposing solutions
- » Strong analytical and organizational skills, with passionate attention to detail
- » Demonstrate strong verbal and written communication skills
- » Team player, ability to multitask, prioritizing multiple objectives and initiatives
- » Must be a self-starter, be proactive and provide innovative ideas to improve A2X's Software and Infrastructure



Advantageous

- » Database administration, (MySQL) in replicated environments
- » Scripting with Python and Bash
- » Experience with low latency systems
- » Experience with Atlassian tools (Jira, Confluence, Bitbucket).
- » Experience with Cybersecurity best practices and threat awareness