

Argentina Jobs Expertini®

Applications Support Senior Associate (AWS)

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Company: JPMorgan Chase & Co.

Location: Buenos Aires

Category: computer-and-mathematical

Production Management / Application support –Sales, Research & Data – Corporate & Investment Bank

About this Role

The Sales, Research & Data Production Management team at JPMorgan Chase supports the proprietary and external technology platforms powering the Sales and Research business along with its user base of sales people and research analysts. Our scope covers a diverse array of modern platforms delivering sales-trader workflow execution across multiple asset classes, pricing and analytics, revenue reporting, client relationship management, and the production, publication and distribution of award-winning Research to numerous corporate and institutional clients.

This is an Associate level role in Research PM focusing specifically on Markets Client Portal which is a rapidly growing client platform delivering . Morgan's financial markets solutions across the full trade lifecycle: award-winning research, powerful analytics, structuring tools and direct API connectivity to JPM systems. The successful candidate will partner with global counterparts on strategic improvement initiatives to evolve and enhance the capabilities of the team. The role is based in Buenos Aires.

Working in Application Support means you'll use both creative and critical thinking skills to maintain application systems that are crucial to the daily operations of the firm. You'll work collaboratively in teams on a wide range of projects based on your primary area of focus: design or programming. While learning to fix application and data issues as they arise, you'll also gain exposure to software development, testing, deployment, maintenance, and

improvement, in addition to production lifecycle methodologies and risk guidelines. Finally, you'll have the opportunity to develop professionally —and to grow your career in any direction you choose.

Job responsibilities

Resolve day-to-day issues impacting the application stack - including being first point of contact for Technology and Business across the full spectrum of production management responsibilities.

Work within a team comprised of both local and off-shore resources to provide day-to-day support to both internal and external users.

Frequent engagement with business client services, infrastructure and other stakeholders of the Markets Client Service platform.

Create, continuously improve, and maintain real-time dashboards to proactively monitor for system availability and performance.

Proactively identify stability improvement opportunities in the platform and partner with SRE and Software Engineering teams to develop and implement strategic solutions.

Establish and drive the governance of effective incident, problem, change and service management processes.

Manage the on-boarding of new businesses, clients and components to be supported by the team.

Ensure resiliency of the platform through managed DR/SR/HA events.

The successful applicant will possess an undergraduate degree in a numerate subject (Mathematics, Engineering or Computing science) and be keen to develop a career in a world class investment bank with an intimate exposure to a front office environment. They will possess the following skills and core competencies:

Required qualifications, capabilities, and skills

Experience and certification in supporting AWS Cloud technology.

Proficiency with incident management: resource co-ordination, stakeholder communication and issue resolution.

Expertise in applying ITIL methodologies to Change, Incident and Problem management of a technology platform.

Extensive knowledge and experience with application monitoring and performance management software like ITRS Geneos, Datadog, Splunk.

Proven experience automating daily support operations using scripting and programming languages like Perl, Python, Java, C#

Working knowledge of development toolset (Jenkins, Git, Bitbucket) to design, develop, test, deploy, maintain and improve software.

Knowledge of LINUX/UNIX operating systems, ., executing functional commands.

Ability to work collaboratively in teams and develop meaningful relationships to achieve common goals

Preferred qualifications, capabilities, and skills

Experience with database technologies and ability to develop and execute complex SQL queries

Networking / Infrastructure working knowledge

Knowledge of scheduling tools (Autosys, Control M)

About Us

. Morgan is a global leader in financial services, providing strategic advice and products to the world's most prominent corporations, governments, wealthy individuals and institutional investors. Our first-class business in a first-class way approach to serving clients drives everything we do. We strive to build trusted, long-term partnerships to help our clients achieve their business objectives.

We recognize that our people are our strength and the diverse talents they bring to our global workforce are directly linked to our success. We are an equal opportunity employer and place a high value on diversity and inclusion at our company. We do not discriminate on the basis of any protected attribute, including race, religion, color, national origin, gender, sexual orientation, gender identity, gender expression, age, marital or veteran

status, pregnancy or disability, or any other basis protected under applicable law. In accordance with applicable law, we make reasonable accommodations for applicants' and employees' religious practices and beliefs, as well as any mental health or physical disability needs.

About the Team

The Corporate & Investment Bank is a global leader across investment banking, wholesale payments, markets and securities services. The world's most important corporations, governments and institutions entrust us with their business in more than 100 countries. We provide strategic advice, raise capital, manage risk and extend liquidity in markets around the world.

Operations teams develop and manage innovative, secure service solutions to meet clients' needs globally. Developing and using the latest technology, teams work to deliver industry-leading capabilities to our clients and customers, making it easy and convenient to do business with the firm. Teams also drive growth by refining technology-driven customer and client experiences that put users first, providing an unparalleled experience.

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