



Support Consultant - CTC

£35,000 to £40,000 (depending on experience) plus benefits

Latteridge, Bristol

About Us:

We are a growing, global IT Software and Computer Consultancy and we are looking for a Support Consultant to lead application support for an exciting new product we have recently launched – Clareti Transaction Control (“CTC”), which is a software-based financial solutions product aimed at controlling financial institution back and middle-office processes.

Our clients are an impressive range of some of the largest blue-chip financial institutions and their customers. Our staff are some of the best programmers you will have the opportunity to work alongside. Our culture has the feel of a start-up, where your ideas will be listened to, but we are a well-established company with a long and successful history. Our staff are given a real job and responsibility from day one, and are nurtured to develop and take full advantage of the many career opportunities ahead of them.

We have offices in Bristol, London, Southampton, Sydney, KL, Toronto, Colorado and Texas.

The position will be based at our Development Office which is situated in the beautiful countryside just north of, but within easy reach of the vibrant city of Bristol.

Your Technical Skills

The successful candidate will have experience of working within multi-disciplinary teams with financial systems and applications in providing first, second and third line support to investment grade (preferably Tier 1) bank customers. The candidate should be able to demonstrate strong analytical and problem solving skills and the ability to clearly prioritise issues and allocate time appropriately. Demonstrable experience of market-leading Support Services procedures and practises will be required.

Good working knowledge of Oracle, MS SQL and other high level languages are essential, as is experience of working with Windows and UNIX platforms in a testing, evaluation and support capacity. Any professional qualification (e.g. ACIB, FCIB), PRINCE2 or ITIL (foundation) qualifications, ISO 9002 / EFQM experience or foreign language skills would be advantageous although not essential.

The Role: Support Consultant (CTC)

To be part our Support Services team, who provide 365/24 support to Gresham’s Real-Time Financial Services products portfolio customers that are sold within EMEA and on a global basis. In addition the role is to provide specific lead application support responsibility for the product, CTC, to achieve market leading service that exceed demanding SLA’s and maintain customer relationships.

In addition to the provision of external services, the role involves reporting of activity and performance internally to the Support Manager, aswell as liaising with peer heads within product development and product delivery.

The role includes provision of on-call responsibilities, for which payment will be made in addition to base salary. In addition you may be required to attend customer sites on an ad-hoc basis, occasionally overseas.

About You:

You will be looking to become a technical expert in our software. You will be flexible and be able to demonstrate good logic, clarity of thought and understanding of process. Your pro-activity is astounding and you will be quick to grasp new concepts, with the opportunity to learn something new on the job every day. You will be an excellent communicator and team player, and able to develop strong working relationships with teams, customers and with all levels of management



To Apply:

For further information please take a look at our website www.gresham-computing.com.

If you are as excited as we are about working at Gresham, please apply: send a copy of your CV in plain text, Word or Open Office format, to jobs@gresham-computing.com, quoting **SUPPORT** in the subject line.

Close date for applications: Friday 31st December 2011.