

# Customer Technical Support Specialist

## ASX Position Description

### ASX “All Roles Flexible”

ASX offers mutually beneficial flexible working arrangements.  
We recognise that employees need to balance work and personal lives.

ASX Opportunity Snapshot		What’s On Offer
<b>Role:</b>	Customer Technical Support Specialist	In this fast paced environment you will work in a high performing team as the first point of contact for technical queries for a wide range of ASX customers. You will be responsible for providing high quality technical support to customers who develop to and access ASX Markets and Information systems.
<b>Reports to:</b>	Manager, Customer Technical Support	
<b>People Management:</b>	N/A	You will also provide customer readiness support for ASX technical releases to ensure an outstanding customer experience.
<b>Budget:</b>	N/A	
<b>Team:</b>	Customer Technical Support	
<b>Date:</b>	March 2024	
<b>Location:</b>	Sydney, NSW	
<b>Flexible Role:</b>	Yes	

### What you’ll do:

- Surrounded by subject matter experts you will learn how to support the financial technology that underpins the Australian Markets and Information Systems
- Actively monitor and maintain customer connectivity for ASX critical systems
- Take an active role in customer readiness for ASX system and product releases and provide regular and ad-hoc reporting for internal stakeholders
- Build and share knowledge of ASX customers through active engagement and support
- Deliver exceptional service to ASX customers; maintaining high standards of support and responsiveness on all technical related matters including production and development support
- Support ASX customer communications to ensure customer awareness
- Support the operation of ASX External Test and Production Environments; assisting in the development and refining of workflows between departments to ensure a streamlined and efficient customer experience
- Provide assistance to customers during various development and testing phases such as API Development, Qualification Testing, Customer End to End Testing, Implementation Rehearsals and Production Go-Live;
- Manage centralised customer hotlines and inboxes ensuring availability and servicing within support hours and agreed SLAs

- Collaborate internally working closely with Operational, Business Development, Project and IT teams, to enhance the customer experience
- Participate as an engaged member of the Operations Group; contributing to initiatives and deliverables aligned with the Operations strategy
- Identify and implement initiatives related to operational risk reduction, technical change and process improvement

#### What you've done:

- Experience in providing technical support
- An understanding of the Australian financial markets
- Experience with technical systems, protocols or infrastructure
- Previous experience in a customer service orientated and delivery focused environment
- Knowledge of Participant systems, operations and connectivity models across Front, Middle or Back Office environments
- Proven verbal, written and communication skills including experience with data collation and report writing for management

#### And if you've got some of this, even better:

- Technical mindset with exposure to networking concepts
- Previous exposure to ASX products and systems
- Experience in FIX or other financial communication protocols
- Previous exposure to CRM systems (ideally Salesforce)
- Experience in using call logging and tracking systems

#### What you need to enjoy and be good at for this role:

- Customer Driven and Delivery Focused – be an advocate for our customers
- Team Player – actively builds and maintains relationships; respectful, considerate, ethical and behaves with integrity
- Decisive Communicator – clearly articulates recommendations to management and keeps calm under pressure
- Attention to detail – understands the importance of getting things right
- Challenging the Status Quo – driving continuous improvement
- Agile, Adaptable and Resilient – able to manage change and be positive
- Knowledge Manager – designs and facilitates knowledge transfer to increase resource capabilities
- Analytical Thinker – detail orientated, methodical and guided by structure and process; seeks to deliver efficiency