

Job Title:	Level 1 Trade Support Analyst	Job Category:	Support
Department/Group:	IT/SRPS	Job Code/ Req#:	SREXS-CLISRV-17
Location:	Chicago	Travel Required:	Minimal
Level/Salary Range:	TBD	Position Type:	Full time
HR Contact:	Charmaine Morton	Date posted:	March 7, 2017
Will Train Applicant(s):	Yes	Posting Expires:	June 7, 2017
Reports to:	Client Support Director		
Indirect supervision:	CIO/CTO		
Benefits:	Bonus (After 6 months), Health Insurance, Profit sharing Plans, 401K		
Screening:	Background Check		
External posting URL:	<a href="https://www.spiderrock.net/careers">https://www.spiderrock.net/careers</a>		
Applications Accepted By:			
FAX OR E-MAIL: 312-256-9602 or <a href="mailto:careers@spiderrock.net">careers@spiderrock.net</a> Subject Line: Attention: HR Department, Level 1 Client Trade Support		MAIL: HR Department SpiderRock 111 W Jackson Blvd Suite 1210 Chicago IL 60604	
Job Description			

#### ABOUT SPIDERROCK EXS

SpiderRock EXS, a division of SpiderRock Holdings, LLC and a Chicago-based FINRA broker/dealer, specializes in electronic execution and market access services. We provide fellow broker/dealers and other market leaders access to cutting-edge trading technology and industry-leading execution algorithms that are designed to reduce costs, seize edge and take advantage of dynamic market changes. We are a rapidly expanding firm with a strong commitment to technological innovation and the highest level of customer service and support.

We are searching for a qualified entry-level candidate to join our Client Services team. The candidate should have a desire to work in a fast-paced dynamic trading environment. We seek a self-starter that can work independently as well as thrive and contribute to a growing team.

#### ROLE AND RESPONSIBILITIES

Provide level 1 trade, system and integration support at the direction of the client support manager. Such responsibilities include, but are not limited to:

- Provide first-level telephone, chat and email support to clients using either GUI-based or automated remote trading applications
- Trade support and application-level troubleshooting of orders generated by SpiderRock’s proprietary algorithms
- Troubleshoot system and client connectivity issues
- Investigate order routing issues between SpiderRock and multiple execution brokers
- Perform QA of internal trading tools, algorithms and risk applications and document as needed
- Assist in client-onboarding and account creation

#### QUALIFICATIONS AND EDUCATION REQUIREMENTS

Qualified candidates will be a recent college graduate with a Bachelor’s degree or equivalent experience. Concentrations in Finance, Economics, Mathematics or Computer Science are preferred. Previous financial industry or trading experience is a plus. The candidate should have a strong interest in the financial industry and a desire to learn all facets of the broker-dealer business. As the team continues to grow, the candidate must have flexibility to work shifts during Asian and European market hours. Candidate will be required to obtain their Series 7 license within their first year of employment.

#### PREFERRED SKILLS

Professional, motivated attitude. Strong interpersonal skills and the ability to manage multiple issues in a fast paced, high pressure technology environment. An independent self-starter and a keen attention to detail is a must.

Experience or a working knowledge of these concepts is preferred:

- OS: Windows, Mac OS, Some Linux
- Applications: Citrix Xenapp, Microsoft Office, SQL
- Markets: US Equities & Derivatives (Indexes, Options), Futures

Reviewed By:	EER	Date:	March 8, 2017
Approved By:	ABE	Date:	
Last Updated By:	EER	Date/Time:	3/8/2017 08:55