



KACE Product Analyst Exclusive job

Worldwide Brokerage Firm

Job Information

Hiring Company

[BGC Shoken Kaisha Limited](#)

Job ID

1514812

Industry

Securities

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 12 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Refreshed

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General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Company Profile:

BGC Partners is a leading provider of wholesale brokerage, clearing services, electronic execution and trading support products, providing services to institutional clients for a range of fixed income, equity, commodity and financial products.

KACE is the product brand for the solutions provided by FENICS and the award-winning suite of products are licensed for use at over 350 client sites worldwide with FENICS offices operating out of London, New York, Singapore, Hong Kong, Shanghai and Tokyo.

Team Overview:

The KACE Client Services team is responsible for providing clients with technical assistance, functional advice and problem resolution with respect to the various KACE products. Client interaction is undertaken in a highly consultative manner working alongside the KACE Account Manager and Sales teams to ensure the client receives an excellent level of service.

Core Responsibilities:

- Providing technical support and consultation, including resolving client issues, capturing underlying business implications of client queries and help feed this information into KACE product development cycle.
- Assisting clients with queries.
- Documenting client contact regarding queries and assistance provided.
- Supporting client use of FX derivatives trading functionality.
- Assisting with workflow testing of bespoke solutions developed by KACE for clients.
- Understanding business reasons for client product enhancement requests.
- Coordinating Installation & Implementation for core product for new clients.
- Performing Business Level testing.
- Liaising between the various interested parties (Client, Account management, Development teams) to interpret/clarify requirements as necessary to facilitate the successful development and delivery of the bespoke projects.

Required Skills**Required Knowledge and Skills:**

- University Degree educated
- Strong analytical ability and displays logical approach to troubleshooting
- Ability to speak knowledgeably to active market participants
- Must be able to quickly gain a detailed understanding of the client, their products and their business
- Strong organisation skills; able to prioritise effectively both internal and external clients and drive projects through to completion
- High level of self-motivation and initiative with ability to work independently
- Team player and excellent inter-departmental communicator

Desirable Knowledge and skills

- Experience in a client facing role preferable
- Appreciation of front office systems, architecture & platforms
- Understanding of the FX Options market and FX derivative trading strategies
- Ability to write technical / methodical instructions or user guides for external facing clients
- Experience with XML, FIX protocol and SQL
- Understanding Financial Mathematics or Statistics

Company Description