



KACE Product Analyst Exclusive job

Worldwide Brokerage Firm

Job Information

Hiring Company

[BGC Shoken Kaisha Limited](#)

Job ID

1515949

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 (80%-90%):

- 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.

BGC Group - Fenics Market Data – Account Manager (10%-20%)

Fenics Market Data, is the exclusive information redistributor for all BGC Group Companies. BGC Group are operators of multiple regulated trading venues and hundreds of OTC trading desks globally.

This exclusive suite of data assets is sourced from over 20 group entities including BGC, GFI, Fenics Markets, RP Martin, Sunrise Brokers, Aurel, Amerex and more.

The candidate will be Tokyo based, responsible for account management, with a focus on revenue retention and revenue growth. This is a client-facing role dealing with all market data needs from all client types within the financial services industry with a strong emphasis on derivative products such as Rates, Fixed Income, Credit, FX and Energy/Commodity/Shipping.

Position Overview:

The Account Manager will be responsible for the following:

- Managing existing accounts and regular liaison with these accounts to ensure maximum client retention
- Assisting new business sales into new clients
- Interact with other departments to ensure clients are supported effectively and receiving the right levels of service
- Generating ideas to ensure maximum efficiency within the group and improve on existing processes
- Assisting in various reporting and tasks as and when required by management

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

Knowledge Required:

- Educated to Bachelor Degree Standard (Economics, Computer Science, Maths, Business etc). Other additional qualifications a bonus
- Minimum two years' work experience in the financial markets environment essential
- Worked within a team environment that was commercially driven
- Knowledge of the global and local Japanese financial markets – including but not limited to Fixed Income, FX derivatives, Money Markets, Inflation, Interest rate derivatives, Equity Derivatives, Energy & Commodities
- An understanding of data and its importance to the global financial system. With a basic understanding of technology, databases and the delivery of data
- Comfortable speaking to highly educated or very senior individuals, whilst also being confident to picking up the phone and establishing new relationships
- Proficiency within Excel (and all other Microsoft programs)
- Competent on a Bloomberg Terminal & Eikon/Workspace preferred
- Must be able to quickly understand the client, their products and their industry

- Keeping abreast of financial news and our competitors

Skills Required:

- Fluency in Japanese is a must, with a competent level of English
- Understanding of the Japanese Markets and global financial markets
- Account Management
- Excellent communication skills and comfortable to speak in front of large groups of people
- Existing network a major benefit
- Utilize initiative on new ideas to improve efficiencies
- Commercially driven and comfortable with targets
- Self-starting and eager to develop and build a career in client service
- Ability to identify and convert new business opportunities
- Excellent organizational and time management skills
- Quick Learner
- Works well within a team
- Experience of using and mining CRM systems
- Willingness to travel as required

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Company Description