

**Job Summary:** To provide the primary support and analysis capability for Beauchamp and secondary support for CaFIT for Front Office and Operations Teams.

**Key Corporate Relationships**

- Key staff and management positions within LGIM up to and including Fund Manager
- Key members of the Back and Front Office Operations teams
- IT staff at all levels
- External suppliers/contacts

**Dimensions:**

The Third Party Support team is responsible for the provision of support and analysis for key vendor provided applications. The team work directly with the business to ensure that software configuration or bug related issues are resolved in the minimum of time through leveraging internal resources and knowledge, the careful management of the supplier and their resources or combination of the two. The 3<sup>rd</sup> Party Support Analyst will report directly to the Third Party and QA Manager.

**Principal Accountabilities:**

- Provide first and second line analysis of issues raised by business users from the hedge fund managers and alternative operations team on the Beauchamp FundManager application;
- Provide first and second line analysis of issues raised by business users from the hedge fund managers and alternative operations team on the Beauchamp Position Manager application;
- Reproduce and raise issues with Beauchamp support and provide clarification where required;
- Liaise with DBA builds team to implement fixes in development and live environments;
- Work with business users to test fixes from an IT perspective and re-request fixes from Beauchamp where required;
- Manage bug fix priorities across business areas using Beauchamp applications;
- Capture business requirements and either work autonomously or with Beauchamp support to best implement within Beauchamp. These enhancements can typically be categorised within the following areas:
  - File interfaces – PB/FA interface enhancements
  - RiskMetrics interfaces enhancements
  - New fund and asset class configurations
  - Position management enhancements
- Provide training for business users on new areas of systems adoption;
- Act as a systems specialist in defining and implementing new functionality to meet LGIM business requirements;
- Provide support and systems expertise for LGIM interfaces to and from Beauchamp products;
- Support and contribute to the evolution of LGIM's project lifecycle methodology.

**Additional Accountabilities**

- Provide or develop a support and analysis of issues raised by business users on the CaFIT application;
- Reproduce and raise issues with CaFIT support and provide clarification where required;
- Liaise with DBA builds team to implement fixes in development and live environments;

- Work with business users to test fixes from an IT perspective and re-request fixes from CaFIT support where required;
- Deliver or develop a capability to define and implement new functionality to meet LGIM business requirements.

### **Candidate Requirements:**

#### **Technical**

- Strong SQL skills;
- Experience of hedge fund trading life cycle from order generation through settlements;
- Strong issue capture and reproduction skills;
- An excellent understanding of the Beauchamp FundManager PositionManager applications;
- A good understanding of CaFIT, or, a demonstrable aptitude to develop technical skills in the Support and Analysis of a Fixed Income management application;
- Pro-active nature to manage vendor bug fixes;
- Excellent issues management, prioritisation and record keeping.

#### **Business**

Good understanding of Back and Front Office Operations gained from working for a major investment manager. Experience to include all major asset classes and product types (institutional, retail, index, active, bonds and equities)

#### **Personal Characteristics**

- Excellent written and verbal communication skills. Must be able to communicate effectively at the most senior levels of management
- Creative. A lateral and innovative thinker. Able to identify practical solutions to complex problems
- Enthusiastic. Demonstrates an excitement for their subject
- Determined and self-motivated. Prepared to take the appropriate steps to ensure a successful outcome for their work. Requires the minimum of management attention and direction
- Team player