

Data Specialist, Level II

Description

About the role:

The Data and Data Products Level II Support team requires a Data Specialist to provide support for complex data cases that get escalated to our team. In this role you will work closely with Client Service Support, Data Product Management and Data Operations to ensure resolution of these issues. Our specialists are required to research issues, explaining and verifying methodologies and calculations, identifying paths to resolution through required actions from data collection and technology teams, and managing these internal escalations to ensure timely resolution, and communication of outcomes to all dependent teams. Timely resolution requires coordinating resources across various data collection, methodology and technology teams, as well as product owners and managers responsible for data specific products. Additionally, you will help in identifying the trends of data cases submitted and come up with strategies to reduce the number of data issues submitted. The position is based in our Madrid office and will report to the Manager of the Data and Data Products Level II Support team, but the role requires support of our global clients, across the Americas, EMEA and APAC regions.

Job responsibilities:

- Demonstrate a high sense of ownership of the issues in the data ticket queue to be responsive and provide timely updates, follow-up, expedition, and resolution.
- Collaborate strongly with the global data and client support teams
- Continuously evaluate procedures, create and enhance analytical tools, and implement process improvement projects.
- Act as an expert regarding investment data points and calculations including new financial regulations
- Understand roles, responsibilities, and expertise of internal stakeholders to expedite issue resolution.
- Translate requests from internal clients into detailed written specifications and user stories.

Qualifications:

- A bachelor's degree or equivalent is required
- Proficient oral and written communication skills.
- Fluent in English required. Fluency in other European languages is advantageous.
- Collaborates well in a team environment, have the ability to communicate and work with team members from diverse backgrounds, in a conscientious and inclusive way.
- Sensitive to clients' needs

- Knowledge about SQL, Python, Data Lake, Power BI will be valued
- Solid understanding of the financial industry and passionate about investment data.
- Strong organizational and time-management skills, capable of handling high volumes of data and meeting strict deadlines
- You will be collaborating with cross functional teams and leading from the front when it comes to different types of data so experience within data methodology/quality and processes is a big bonus.

Hiring organization

Candidate-1st

Employment Type

Full-time

Beginning of employment

asap

Job Location

Madrid

Working Hours

40

Base Salary

euro EUR 60K - 83K *

Date posted

June 2, 2024

- A deep customer service focus and strong attention to detail.

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Job Benefits

EUR 60K – 83K *