



## PR/118446 | System Support

### Job Information

**Recruiter**

JAC Recruitment UK

**Job ID**

1579717

**Industry**

IT Consulting

**Job Type**

Permanent Full-time

**Location**

United Kingdom

**Salary**

Negotiable, based on experience

**Refreshed**

May 19th, 2026 11:01

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Fluent

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

#### Company Overview

A company in the financial services industry is hiring for an EFX Trading Application Specialist. The organisation operates complex front-office and operational systems that support global FX trading activities. With a strong emphasis on system stability, regulatory compliance, and cross-regional collaboration, the company provides a dynamic environment where technical expertise contributes directly to business continuity and trading performance.

#### Job Description

- Ensure stable operation of core applications supporting front-office and operational functions, including trade capture and liquidity management.
- Respond to incidents, resolve issues within agreed timeframes, and manage service requests to minimise business disruption.
- Conduct root cause analysis, document findings, and implement preventive measures or minor enhancements in collaboration with internal teams.

- Monitor application performance by assessing latency, throughput, and error metrics, and propose improvements to optimise efficiency.
- Maintain documentation for incidents, configurations, and operational procedures in alignment with audit and compliance requirements.
- Communicate effectively with global stakeholders across multiple time zones, coordinating with front-office teams, IT groups, and regional support members.
- Support change management activities, including validating and implementing system changes during maintenance windows, and participate in global on-call rotation.

## Qualifications

- Experience in technical application support within a financial or systems-driven environment.
- Strong analytical skills with the ability to investigate issues, identify root causes, and propose long-term solutions.
- Understanding of FX products and workflows within a trading-related context.
- Ability to monitor system performance and interpret operational metrics.
- Familiarity with regulatory and compliance expectations for system operations.
- Effective communication skills for coordinating with global teams and stakeholders.
- Japanese language proficiency is highly desirable.

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