



Title	Service Delivery Analyst
Location	Dublin
Reports to	Support Manager

About Information Mosaic

“The Trusted Provider of Global Solutions in Custody and Wealth Management”

Information Mosaic (IM) is a global leader in providing advanced custody and corporate action solutions for the global securities services industry.

The company is headquartered in Dublin, Ireland and serves its European, Scandinavian, Asian & North American customers from its offices in Luxembourg, London, New York and Singapore. IM brings to market new low cost of ownership technology solutions for global corporate actions and custody processing.

Role Overview

The Support Analyst position provides support and integration services to our clients for resolution of software and data issues. The Service Delivery team work directly with clients, development, business analysis and DBA teams to ensure that any issues raised are resolved in a satisfactory manner. Issues to be resolved are typically quite complex and require detailed investigation.

The position offers a great opportunity for growth within the company. There is also the potential opportunity for analysts to work on site with clients in locations worldwide.

Key Responsibilities

- Recording and logging customer queries and requests.
- Diagnosing problems and identifying potential solutions.
- Ensure timely resolution of all assigned issues and provide regular updates.
- Escalate issues or liaise with Development or Business teams on assigned open issues, until they are resolved and closed.
- Accurately record details of communications with clients and Development or Business teams.
- Produce internal customer service related reports and documentation.
- Assist in building product knowledge base to expedite issue resolution.





Skills and Experience Required

- Previous Experience working in a support team an advantage.
- Knowledge of Windows /UNIX.
- Knowledge of SQL – Oracle experience an advantage.
- Knowledge of Java an advantage.
- Excellent verbal and written Communications skills.
- Excellent Problem Solving Skills.
- Good attention to detail.
- Collaborative team Player.

Personal Attributes

- Significant customer service focus.
- Proven ability to collaborate in a team environment.
- Strong inter-personal skills with practical, can-do approach.
- Proactive work ethic.

