



## Application Support Analyst

**Application Support Analysts** are often involved with a blend of programming and administration, working with different stakeholders to deal with technical problems by analysing, diagnosing, and then either solving or referring the problem. These roles incorporate a balance of technical skills, business knowledge, troubleshooting expertise, and excellent soft skills. Application support is a great fit for those who are avid problem solvers, and work environments can range from front office first line roles through to technical third line areas. Many Application Support Analyst roles are in fast paced and dynamic work environments, such as the trade floor. Support Analysts tend to have a STEM background but also need to be great communicators in order to meet both the technical and interpersonal needs of the role.

### **Vinny Chiusano – FDM Application Support Analyst at Bank of America**

“When I first started here, a lot of my time was spent learning about all the applications I was going to support. As I started to know the applications better, I was able to start recognising problems, designing their solutions, and developing them. I have taken on the responsibility of fully implementing a solution for problems I face, many times through developing programs and tools. I design, develop, test, present, plan the implementation, and submit for implementation of all my work. I am a part of a global team, so we collectively share ideas and solve problems with longevity in mind.”

#### **You are:**

- ✓ A natural problem solver, with the ability to analyse and diagnose various issues
- ✓ Able to think outside the box to deliver a solution in agile, fast-paced environments
- ✓ A great communicator with a passion for technology

To apply for this position, please send your CV to [applyhk@fdmgroup.com](mailto:applyhk@fdmgroup.com) for immediate review.



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## Business Analyst

**Business Analysts** are responsible for analysing and documenting requirements from business users, with attention to processes, operations and business models being key. The role is centred around understanding the structure and arrangements of a business in order to recommend solutions so that a client may reach their end goal. Individuals from both STEM and non-STEM background with strong analytical skills are perfect for this pathway.

### **Deepa Kothari, FDM Business Analyst at National Grid**

"I have thoroughly enjoyed my time on site so far and I am currently involved with one of the largest programmes in Gas System Operations. I am learning many new things on a daily basis and there's always something to do on such an extensive programme as this one. In my role at National Grid, I have been welcomed and supported by FDM as well as the BA team, who have made my transition into working life much easier by providing me the opportunity to work closely with many experienced colleagues on various aspects of a project."

#### **You are:**

- ✓ A problem solver
- ✓ A practical and analytical thinker
- ✓ Adept in business processes
- ✓ A strong leader with excellent communication skills

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## Data and Operational Analyst

**Data and Operational Analyst** roles often involve access to business areas in major financial institutions, working on sensitive information and gaining first-hand exposure to the trade lifecycle. The role will involve working closely with clients to capture data requirements, reconcile, de-duplicate and clean up data across projects in operations and technology departments. The role is crucial in helping these organisations with the accuracy and timely presentation of data, in line with internal process/governance and regulatory requirements. Knowledge and experience acquired as a Data and Operational Analyst can lead to management roles, as well as careers in business and operations analysis or project management. Students from both STEM and non-STEM backgrounds are perfect for this pathway but must have strong analytical skills.

### **Pertula Bernard – FDM Data Analyst at HSBC**

"As a Data Analyst at HSBC, time management is everything. I support various teams within the banking sector when it comes to validating and making necessary changes within the system. These requests are often time sensitive based on the clients' trading activity. Being able to prioritise and execute in a timely manner is essential. Our main goal is to analyse, review and validate the data through the necessary parties before updating the systems so that they are in sync across multiple worldwide functions. On a daily basis I communicate with HSBC workers in India, Malaysia, and Hong Kong. You establish international friendships and learn about the various cultures."

#### **You are:**

- ✓ A practical and analytical thinker
- ✓ Detail-oriented with excellent communication skills
- ✓ Adept in business processes
- ✓ A problem solver with a creative eye for analysing data and trends

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## Project Support Analyst (PMO)

**Junior Project Managers** will support with planning, management and control of key projects, working alongside senior Project Managers and/or Programme Managers. These roles involve project risk planning, critical path analysis, stakeholder management and reporting, and utilisation of agile project delivery methods. A Project Support role involves planning, monitoring and reporting on tasks, ensuring that they are completed on time and in line with the project objectives. Key tasks involve improving efficiency and cutting costs of the business. The role will suit individuals with a drive to develop and control projects in fast paced environments. Graduates with a background in Management, Finance and Economics, and a passion for business are well suited to Project Management opportunities.

### **Ethan Vogt – FDM PMO & Business Analyst at Morgan Stanley**

“My days are very rarely similar, which is one exciting things that I enjoy about my job. My day often consists of: analysis of trades data in order to plan the next set of projects/enhancements to older projects; calls with users in order to answer any questions/concerns they have about items we have created for them; and Production Support/Monitoring on past projects I have completed. I plan out exactly what I expect my developers to complete and also adjust the timelines and schedules for each of my projects.”

#### **You are:**

- ✓ An efficient and diligent worker and a strong communicator
- ✓ Confident collaborating with others and developing strong relationships
- ✓ Able to work and adapt to tight timescales
- ✓ A critical thinker with impeccable organisational skills

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## Java Development

**Software Developers** cover a range of roles and responsibilities. You may find yourself: attending design meetings; liaising with clients; writing, developing, testing and reviewing code; supporting existing applications; liaising with end users to fix defects, find solutions and test them; investigating the feasibility of change requests and implementing; adding functionality to applications by designing and implementing solutions; and more. FDM Developers are analytical problem solvers passionate about technology. Following training you will be able to write code that is modular, robust, scalable and maintainable to a professional standard. You will write code that can be easily modified to meet changing client requirements.

### Davila Thompson, FDM Java Developer at UBS

"As a developer for an investment bank, I write code for an application that certifies the trades that are executed each day on the UBS trading floors. Our application ensures that trades are executed properly with the correct product and model combinations. I write PL/SQL code and maintain our Oracle database component. On days that I am not writing code, I organise upcoming releases, sit through UBS training modules, and analyse our system's performance. Since this is a global company, I communicate daily with teams that sit in Singapore, Bangalore, London, NY Metro Area, and in Nashville."

#### You are:

- ✓ Passionate about technology and a keen follower of the industry
- ✓ A highly analytical thinker with a panache for problem solving
- ✓ A creative individual who works well in an agile, team-based environment
- ✓ An individual who understands their skills are transferable and applicable to a range of languages and technologies

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