



CONFLUENCE

Job Title: Technical Support Analyst
FLSA Status: Full-Time/Exempt
Supervisor: Support Manager

Date: November 25, 2009
Department: Client Support
Job Code: CSS-10-003

Confluence is the global investment management industry's leading provider of automated data management solutions. Confluence helps investment management companies gain unprecedented control by automating the collection, creation, confirmation, and of delivery investment product data. The Confluence Unity™ platform addresses a wide range of problems—from performance measurement to customized reporting—for a full array of domestic and international products, including mutual funds, and variable products, hedge funds, and alternative investments.

Purpose

Confluence's most important asset is its clients. The mission of the Support team is to ensure that its client's technical issues are resolved in a timely manner.

Responsibilities

- Technical Support Analyst is responsible for the client's technical issues are resolved in a timely manner.
- Resolve current product issues
- Communicate product issues to development
- Plan to decrease the need for future technical support calls
- Communicate progress on issues to client/Relationship Manager
- Other duties as assigned

Education and Work Experience

- Bachelor's degree in Information Systems or Computer Science is required
- Minimum of three years of technical support experience is required
- Strong database experience working with Microsoft SQL Server or Oracle
- Programming experience with C#, Visual Basic 6.0, VBScript and XML
- Experience with standard programming methodologies
- Solid understanding of Asp.net, WFP, COM, SOAP and ActiveX Controls
- Strong Crystal Reports experience
- Solid administration and troubleshooting skills for all Windows Server products
- Proficiency with Microsoft Office tools, particularly Excel and Access
- High creativity with the ability to solve complex technical problems
- Ability to learn independently and work with a high degree of autonomy
- Attention to detail and thoroughness
- Excellent written and verbal communication
- Knowledge of all products, company policies, and practices



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- Experience with mutual funds or the financial services industry is a plus

Confluence Technologies Inc. is an Equal Opportunity Employer (EOE) and offers employment opportunities to all qualified persons regardless of race, color, religion, sex, age (40-70), national origin or ancestry, physical or mental disability (except where physical or mental abilities are a bona fide occupational requirement), veteran status, marital status, familial status, sexual orientation, HIV-positive status, possession of the sickle cell trait, genetic characteristics, political views, and any other basis protected by federal, state, or local laws.

To apply for this position, please send a cover letter (including job code) and resume.

**Attn: Human Resources
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