



## Job description

Position title	Operations Analysis (KYC)
Location	Penang
Business Function	Operations
Department	Operations & Client Support (APAC)
Contact Point	<a href="mailto:shawnweijian.tan@ihsmarkit.com">shawnweijian.tan@ihsmarkit.com</a>

### Position Summary

We are looking for candidates with a passion for technology and financial markets, who have strong problem-solving skills and a talent for communication. Our platforms provide the industry-leading services for OTC derivatives post-trade processing, and you will be responsible for providing the first line of support for clients using these platforms. We offer competitive compensation and an attractive bonus structure, as well as rapid career growth in a business sector unique in Penang. Fast changing and innovative, you will see regular opportunities to expand and grow taking on new challenges.

### Duties & accountabilities

- Perform KYC tasks, including monitoring and tracking of the KYC records
- Conduct client profile reviews for customer accounts
- Review all information and documentation ensuring compliance with local regulations and OSTTRA standards
- Monitor client profiles according to policy requirements
- Follow up with clients to obtain required information for KYC process
- Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding OSTTRA, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding business practices, and escalating, managing and reporting control issues with transparency.

## Requirements and Qualifications

- Fresh graduate
- Ability to work in a fast-paced environment with client orientation
- Eager to learn and work with various departments in the company.
- Excellent verbal and written communication skills.
- Ability to multitask and Cope well under pressure.
- Able to work independently with minimal supervision
- Open-minded, flexible, and willing to adapt to changing situations
- Be flexible regarding hours including weekends and public holidays
- Able to demonstrate a resourceful and collaborative approach to problem-solving, as well as the ability to handle difficult conversations with clients.

## Department overview

OSTTRA provides an end-to-end solution for post-trade transaction management of credit, interest rate, equity, and foreign exchange derivatives. OSTTRA also connects dealers and buy-side institutions to central clearing counterparties, trade repositories, and electronic swap markets.

OSTTRA Operations & Client Support provides operational and technical day-to-day customer support for all services supported within the OSTTRA suite of products. They are also responsible for the new client setup and new process adherence for the external Buy Side and Dealer communities. They work closely with Product Management, Client Account Management, Business Development and IT to ensure timely and accurate responses to customer inquiries. The group is also responsible for incident reporting and escalation.

## Company Overview

OSTTRA, 50/50 owned by CME Group and S&P Global, is a leading provider of progressive post-trade solutions for the global OTC markets across interest rate, FX, equity and credit asset classes. It incorporates CME Group's optimization businesses –Traiana, TriOptima, and Reset – and S&P Global's MarkitSERV, headquartered in London.