

**JOB DESCRIPTION**

Position Title:	Information Services Specialist
Department:	Information Services
FLSA Class:	Non-Exempt
Job Type:	Full Time
Standard Week:	40-Hours
Report To:	Director of Information Services

Job Description: Working in a team environment, responsible for information quality and reconciliation of data within the core corporate software platforms including Advent, Pivotal and Microsoft Office. Coordinate with other departments as necessary to ensure accuracy of data. Responding to client service requests and providing timely communication. Follow, create and maintain Standard Operating Procedures.

Job DutiesInformation Quality

- Review/Monitor and correct data being entered into Advent for timeliness and accuracy
- Analyze and develop solutions to address errors and mistakes made to data following the established Data Correction Procedure
- Work with other departments as necessary to ensure data quality and follow-up as needed
- Work with custodians and vendors to resolve data conflicts

Processes

- Daily account reconciliation – cash/position/tax lot
- Process Quarterly Reports and monitor until all reports are generated and distributed
- Process Tax Information – internal reports as well as broker 1099's
- Prepare and submit necessary government reports
- Assist staff as needed with data analysis, reports/searches, cross department requests and communications
- Follow and perform department specific steps in existing and new workflows
- Follow and perform department specific processes for updating data across all systems

Client Service

- Work with other departments and 3rd parties to ensure client requests are handled in a timely and accurate manner
- Follow up on existing tasks and provide timely communication to all parties involved

System Maintenance

- Test, document and update processes related to any system upgrades
- Create and maintain department Standard Operating Procedures (SOP)

Required Qualifications:

- Associates Degree in a related field or the equivalent in working experience.
- Experience working at an intermediate level with desktop software and applications (i.e. Word, Excel, Access, PowerPoint, Outlook) would be beneficial.
- Position requires close attention to detail, follow-up on actions, a sense of urgency, and adherence to strict deadlines
- Must be able to exercise professionalism and have demonstrated the ability to handle stressful situations
- Must be able to work directly with team members and other departments in the Corporation who provide support, advice, and assistance in the management of clients' accounts
- A strong commitment to the firm's ethics and values; must demonstrate a high-level of professionalism in all facets of the job; providing exceptional customer service is a must.

Preferred Qualifications:

- Associates Degree in business, information technology, or a related field
- 3-5 years of experience in Information systems
- Experience developing and producing basic and complex reports
- Experience working with integrated informational systems and applications used in the Financial Management and Securities Trading industries as well as Client Relations Management software.
- Experience working at an advanced level with desktop software and applications (i.e. Word, Excel, Access, PowerPoint, Outlook); able to develop complex datasets; import and export complex datasets into integrated informational systems and applications

Equipment, Software and Materials Used:

- Integrated informational systems and applications used in the Financial Management and Securities Trading industries.
- Client Relations Management software.
- Desktop software and applications (i.e. Word, Excel, Access, PowerPoint, Outlook);
- Complex datasets; import and export complex datasets into integrated informational systems and applications