

ASSOCIATE, CHANNELS TECH SPECIALISTS

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Company: S&P Global

Location: , , Pakistan

Category: other-general

About the Role:Grade Level (for internal use):07S&P Global Market

IntelligenceTheRole:Associate, Channels Tech Specialists.The Team: S&P Global Market

Intelligence is seeking an Associate, Channels Tech Specialists to join the Channels Tech Support team in Multiple locations. The team partners with DataFeed Application Specialists

(DAS) and Sales Teams to provide technical assistance to clients in deployment and troubleshooting the “Channels Solutions” and assessing the technical environment

dynamics within client sites that may impact product performance.The Impact: You will be able to contribute to the team and company in a meaningful way. Your position as an

Associate is critical as it is the link between the end-user and our Channels products.

Combining an expertise in our products with a deep understanding of who our clients are and how they use our tools, the Associate, Channels Tech Support is a consultant

providingbest and most efficient way for our clients to achieve quality results.What’s in it for you: Gets a great opportunity to talk to external clients and internal stakeholders across

globe.Liaise with different product teams, development teams, and Platform managers to analyze and help resolve product delivery related issues.You will work with a global Data

Feed application Specialists and Sales team responsible for Channels products like API and Xpressfeed.This is the place to hone your existing database and leadership skills while

having the chance to become exposed to fresh and divergent technologies (e.g..Net, Java, Web Service APIs, SOAP, XML, JSON, HTTP, PHP, SQL Server Analysis Services, Oracle,

and PostgreSQL).As a critical member of the team, you will have the opportunity to collaborate with a global stakeholder and improvise the client

experience. Responsibilities: Be a Product specialist for the Channel Solutions and provide in-depth technical assistance to clients. Assist in deployment and troubleshooting on-the-go. Gain in-depth knowledge of products from a content and delivery standpoint. Bring new ideas for innovation and automation excellence into the support process and build projects that will help replicate and resolve client issues. Record accurate and timely tracking of client issues within our customer Relationship Management system (Salesforce). Documentation of newly found solutions and product updates. Collaboration with internal teams across the global organization to answer client concerns, and route improvement requests and sales leads. Assist Technology teams with building and maintaining resource libraries for clients, including program snippets, documentation, consultancy resources. Work on creating complex API, XML streaming feeds and FTP requests (POSTMAN, ARC, SWAGGER, etc.,) to use our data and assist client with query tuning and performance improvements. Research and gain knowledge on the rapidly evolving product offerings. Assess the technical environment dynamics within the client sites that may impact product performance. Involve in testing/user-acceptance tests of new implementations.

What We're Looking For: Graduate in Computer Science with 0 to 2 years of experience. Solid communication skills (English verbal & written). Strong technical writing skills. Basic level expertise on Microsoft Suite Tools. Good knowledge in .Net/.Net Core/C#/Java. Knowledge on Web Protocols (HTTP, HTTPS, FTP, SFTP, FTPS, etc.) & features/commands. Proxy Protocols (SOCKS4, SOCKS5, HTTP, Custom, etc.) & Web Transport Schemes (SOAP, XML, JSON, etc.). Exposure to WINDOWS, UNIX or LINUX environments. Basic Implementation knowledge on RDBMS concepts. Quick learner and ability to grasp new technologies. Demonstrate troubleshooting, follow-through and problem-solving skills, resourcefulness, attention to detail, and strong communication skills. Ability to keep pace with rapid changes in products. Willing to work in any 5 day shifts and longer night shifts.

Preferred Qualifications: Graduate in Computer Science and Commerce. Finance is preferred. Prior experience in client support teams. Knowledge on Web Development (JavaScript, Java, Python, CSS, PHP, Ruby, .Net, Objective C, R, Perl, etc.). Knowledge on Web Services/Architecture (SOA, PAAS, URL/URI, REST, WSDL, WADL, Service Signatures, etc.). Knowledge on Network & Security Protocols (Web Sockets, TCP/IP, SSL, TLS, etc.).

Note: Based on hiring leader recommendation (US only) and Visa appetite, you may add an optional line that reads: This role is limited to persons with indefinite right to work in the United States.

Flexible Working (optional) We pride ourselves on our agility and diversity, and we welcome requests to work flexibly. For most roles, flexible hours and/or an

element of remote working are usually possible. Please talk to us at interview about the type of arrangement that is best for you. We will always try to be adaptable wherever we can.

Return to Work Have you taken time out for caring responsibilities and are now looking to return to work? As part of our Return to Work initiative (link to career site page when available), we are encouraging enthusiastic and talented returners to apply, and will actively support your return to the workplace.

Grade/Level (relevant for internal applicants only): Grade 7

The Location: Islamabad (PK)

Compensation/Benefits Information (US Applicants Only): S&P Global states that the anticipated base salary range for this position is \$A to \$Z. Base salary ranges may vary by geographic location. In addition to base compensation, this role is eligible for an annual incentive plan. This role is not eligible for additional compensation such as an annual incentive bonus or sales commission plan. This role is eligible to receive additional S&P Global benefits. For more information on the benefits we provide to our employees, visit <https://www.spgbenefitessentials.com/newhires>.

About Company Statement: S&P Global delivers essential intelligence that powers decision making. We provide the world's leading organizations with the right data, connected technologies and expertise they need to move ahead. As part of our team, you'll help solve complex challenges that equip businesses, governments and individuals with the knowledge to adapt to a changing economic landscape. S&P Global Market Intelligence partners with customers to broaden their perspective and operate with confidence by bringing them leading data sources and technologies that embed insight in their daily work.

About S&P Global Market Intelligence At S&P Global Market Intelligence, a division of S&P Global we understand the importance of accurate, deep and insightful information. Our team of experts delivers unrivaled insights and leading data and technology solutions, partnering with customers to expand their perspective, operate with confidence, and make decisions with conviction. For more information, visit www.spglobal.com/marketintelligence.

What's In It For You? Our Purpose: Progress is not a self-starter. It requires a catalyst to be set in motion. Information, imagination, people, technology—the right combination can unlock possibility and change the world. Our world is in transition and getting more complex by the day. We push past expected observations and seek out new levels of understanding so that we can help companies, governments and individuals make an impact on tomorrow. At S&P Global we transform data into Essential Intelligence, pinpointing risks and opening possibilities. We Accelerate Progress.

Our People: We're more than 35,000 strong worldwide—so we're able to understand nuances while having a broad perspective. Our team is driven by curiosity and a shared belief that

Essential Intelligence can help build a more prosperous future for us all. From finding new ways to measure sustainability to analyzing energy transition across the supply chain to building workflow solutions that make it easy to tap into insight and apply it. We are changing the way people see things and empowering them to make an impact on the world we live in. We're committed to a more equitable future and to helping our customers find new, sustainable ways of doing business. We're constantly seeking new solutions that have progress in mind. Join us and help create the critical insights that truly make a difference.

Our Values: Integrity, Discovery, Partnership At S&P Global, we focus on Powering Global Markets. Throughout our history, the world's leading organizations have relied on us for the Essential Intelligence they need to make confident decisions about the road ahead. We start with a foundation of integrity in all we do, bring a spirit of discovery to our work, and collaborate in close partnership with each other and our customers to achieve shared goals.

Benefits: We take care of you, so you can take care of business. We care about our people. That's why we provide everything you—and your career—need to thrive at S&P Global.

Our benefits include:

- Health & Wellness:** Health care coverage designed for the mind and body.
- Flexible Downtime:** Generous time off helps keep you energized for your time on.
- Continuous Learning:** Access a wealth of resources to grow your career and learn valuable new skills.
- Invest in Your Future:** Secure your financial future through competitive pay, retirement planning, a continuing education program with a company-matched student loan contribution, and financial wellness programs.
- Family Friendly Perks:** It's not just about you. S&P Global has perks for your partners and little ones, too, with some best-in class benefits for families.
- Beyond the Basics:** From retail discounts to referral incentive awards—small perks can make a big difference.

For more information on benefits by country visit:

<https://www.spglobal.com/en/careers/our-culture/Diversity, Equity, and Inclusion at S&P>

Global: At S&P Global, we believe diversity fuels creative insights, equity unlocks opportunity, and inclusion drives growth and innovation – Powering Global Markets. Our commitment centers on our global workforce, ensuring that our people are empowered to bring their whole selves to work. It doesn't stop there, we strive to better reflect and serve the communities in which we live and work, and advocate for greater opportunity for all.-----

Opportunity Employer S&P Global is an equal opportunity employer and all qualified candidates will receive consideration for employment without regard to race/ethnicity, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, marital status, military veteran status, unemployment status, or any other status protected by law. Only electronic job

submissions will be considered for employment. If you need an accommodation during the application process due to a disability, please send an email to: EEO.Compliance@spglobal.com and your request will be forwarded to the appropriate person. US Candidates Only: The EEO is the Law Poster <http://www.dol.gov/ofccp/regs/compliance/posters/pdf/eeopost.pdf> describes discrimination protections under federal law.-----20 - Professional (EEO-2 America), OPRTON203 - Entry Professional (EEO Job Group)
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