

# Technology Operations

Positions are available in: Americas, Europe, and Asia Pacific

Our business has over 3,000 employees across 40+ offices globally and is comprised of 6 different streams, spanning from Data & Artificial Intelligence to Provider Strategy. We are responsible for processes required for the end-to-end investment management process, providing operational support to BlackRock's portfolio management teams and client groups. We also own the day-to-day relationships with external service providers, such as banks and data/index suppliers, ensuring that we optimize BlackRock's relationships.

## Our team is known for:

- Providing data services and solutions to support the entire firm
- Improving the client service experience in partnership with client businesses
- Managing the firm's funds aligning to the Retail, Institutional and ETF client businesses
- Maintaining relationships with banks and market data/index providers
- Providing scalable and custom reports to clients
- Effectively onboarding new portfolios by working across numerous BlackRock teams
- Analyzing trends to improve service and client deliverables
- Understanding the flow of client, market, and fund information across BlackRock and external data providers
- Working alongside our systems engineers and UI developers to build the next generation of BlackRock's tools
- Proving out and productionalizing scalable infrastructure
- Developing tech solutions and providing tech expertise to address business & industry challenges

## Our business contains two teams

### Business Operations

Provides support to investment and client businesses by operating across business management, client onboarding and implementation, and client experience management

### Technology Operations

Supports technology businesses by working with cyber and information security, data science and AI, and technology enterprise services..

## We partner with:

- **Internally:** We work with Technology, Portfolio Managers, Legal & Compliance, Financial Planning & Analysis, Human Resources, and more.
- **Externally:** Our Client Experience teams work with clients for onboarding, contracting, etc. Our Business Operation teams work with funds, providers, banks, etc.

# Technology Operations

## What will you do as an analyst?

- Gain exposure to multiple business areas and investment products across the firm
- Be challenged to think innovatively and creatively in order to solve complex business and operational issues
- Analyze trends in queries to improve client deliverables
- Evaluate systems, processes and procedures for inefficiencies and make recommendations for improvement
- Be part of and develop within a truly global and innovative group

## What capabilities are we looking for:

- Analytical approach
- Critical thinking
- Problem solving
- Project management
- Technical curiosity