

# Technology Support

Positions are available in: Europe

Aladdin is relied upon by dozens of the world's largest organizations to manage their businesses around the world, 24/7, and no one knows Aladdin like us. The Technology Support business consists of system administrators, software developers, incident managers and project managers focused on maintaining the stability and efficiency of the Aladdin platform for BlackRock and our clients. We are a fast-paced team operating in a multifaceted environment, and we're constantly seeking new ways to improve our efficiencies, processes and automation.

## Our business contains eight teams:

### Production Operations

Responsible for monitoring, supporting and administering the interactive and batch systems that form the Aladdin platform, acting as a first responder for troubleshooting, problem resolution and critical issues. We also develop and support the tools used to manage and monitor the platform, along with third-party technologies such as Kafka, Zookeeper, Hadoop, Kubernetes and many more.

### Database Hosting

Responsible for every aspect of database technology and strategy at BlackRock. This includes database platforms like SAP Sybase ASE/RepServer/IQ, Microsoft SQL Server, Apache Cassandra/Solr, Oracle, PostgreSQL and Pivotal Greenplum and utilizes Cloud offerings such as Microsoft Azure for IaaS and PaaS offerings like Snowflake Data Warehousing. We also build automated solutions in Python, Java and Perl to manage, monitor and capture a variety of data points to facilitate decision-making, trends and analysis.

### App Hosting

Responsible for monitoring, supporting and engineering BlackRock's web technology stack that services our Aladdin Platform and Aladdin Wealth Technology digital offerings. The team works with a breadth of technologies, including Apache/Nginx, Consul, API gateways, Akamai and Kubernetes, in complex multi-tenant environments. The team also develops its own automated solutions in Python & Java to scale team operations, facilitate failover procedures and provide web monitoring and metrics reporting capabilities.

### Technology Client Engagement

Responsible for facilitating the connectivity between our Aladdin business and the Aladdin Platform. We provide support across client inquiries and key initiatives, such as new environment builds, disaster recovery, business development engagements and management of projects for client technology requirements.

### Enterprise Engineering

Develops technology solutions for BlackRock's corporate platforms (Finance, Legal/Compliance, HR) and select external client operational teams. The team is responsible for developing, implementing and supporting key Corporate Operating systems globally. The remit extends to a wide variety of applications, with many different tech stacks across a wide range of in-house developed and externally hosted solutions.

### Site Reliability Engineering

Works in partnership with our development and operations teams to continually improve Aladdin's resiliency, scalability and performance. The team's functions include software development, problem management, provision and implementation of in-house and third-party telemetry solutions, quality assurance, testing and developer experience, including the firm's SDLC tooling.

### Platform Availability

Responsible for BlackRock's Incident, Problem and Change Management processes in addition to technical client engagement. We bring the firm together to identify, communicate and resolve complex technology incidents for BlackRock and our external clients. We are passionate about improving the reliability, scalability and performance of Aladdin. Together, we help to deliver its evolution through our infrastructure and software release process. Our team also focuses on software development and automation projects, data analysis and disaster recovery testing.

### Strategic Initiatives Office

Delivers and executes strategic outcomes for BlackRock and Aladdin within the Aladdin Product Group and beyond. As a team of internal consultants, transformation agents, problem solvers and oversight managers, the objective is to help formulate, advance and accelerate the technology strategy and transformation agenda, engineer solutions and provide execution oversight for cross-functional, high-risk and high-impact initiatives. Our project managers work on some of the most complex, critical projects at the firm.

# Technology Support

## Our team is known for:

- **Fixing difficult problems:** The most critical software and hardware issues come through and stop with us. We're always looking for new solutions and projects to improve the performance and recovery of Aladdin.
- **Disaster recovery:** Hurricanes, snowstorms, hardware failure and software bugs all pose a real threat when there are trillions of dollars at stake.
- **Teamwork:** We work with all areas of BlackRock, from developers to relationship managers, to ensure we continue to provide extraordinary service as we grow.
- **More than just a team:** It's easy to picture us as a community rather than just a department. When we're not solving some of the most complicated challenges in fintech, we're coordinating hackathons, team charity days, tech meetups, running groups, table tennis, chess or video game tournaments and much, much more.

## We partner with:

- **Internally:** We work with Software Engineering, Aladdin Client Services, Relationship Management and Infrastructure Engineering.
- **Externally:** We engage with external users of the Aladdin platform.

## What capabilities are we looking for?

- Critical thinking
- Decision making
- Multitasking
- Problem-solving
- Technical curiosity
- Distilling large amounts of data

## Your learning & development will include:

- Contributing to an exciting, collaborative environment with tremendous learning and growth potential
- Participating in assignments across various technology teams
- Learning our business and our technology stack
- Participating in hands-on technical and business work using sophisticated technologies