

Job description – Data Support Analyst

Job Title	Data Support Analyst
Department	Operations
Location	London
Entity	Ultumus Limited
Reports to (Job title)	London Analyst Team Lead
Direct Reports (Job title(s))	None
Date prepared	May 2026

About the Role

Ultumus is a global B2B fintech company providing essential ETF and index infrastructure services to ETF issuers, authorised participants, market makers, fund administrators, asset managers, and banks worldwide. Owned by SIX Group, we deliver mission-critical solutions including PCF calculation and distribution, a create/redeem platform, and comprehensive data services covering over 3 million indices and 14,000+ ETFs. With a team of around 55 people and operations in London, Singapore, and the US, we support clients across multiple time zones and regulatory environments.

We're looking for a Data Support Analyst to join our London operations team. You'll work across client support, data quality, and platform testing — sitting at the intersection of our clients' day-to-day needs and the technical teams who build and maintain the Ultumus platform. A key part of the role involves planning and prioritising development work, translating client needs into clear briefs for the engineering team and ensuring delivery stays on track. This is a hands-on role with broad exposure: you'll engage directly with some of the world's leading asset managers, index providers, and ETF issuers, while building deep knowledge of how ETF and index data infrastructure actually works.

Responsibilities

- Engage with clients via multiple channels (Slack, Symphony, email, Teams) to answer queries regarding the Ultumus API feed
- Review client implementation plans and raise development cards, liaising with management to prioritise
- Liaise with developers to spec and test enhancements in the API
- Run daily queries via SQL and Python on database and API for data quality issues and data discovery
- Ensuring PCF production is timely and accurate in line with client SLAs

- During and at the end of every rebalance season, gather internal feedback on any enhancements needed to the Ultimus 'tplus' forward looking data service and raise appropriate development work
- Run daily corporate action reports for major clients
- Engage in learning sessions with senior team members
- Regularly speak with all major providers (for example FTSE, MSCI, STOXX, Euronext, S&P, iShares, SPDRS, Vanguard) with regards to how best to represent their data models and methodologies once onboarded in the Ultimus API
- Entrepreneurial spirit to question existing processes that can be enhanced or automated via Ultimus tools or streamlined via coding
- Opportunity to work within other Ultimus core product offerings – PCF production, COSMOS create/redeem platform and DIPS.

Required knowledge and experience

- Recent graduate or 1 to 2 years' experience in index/ETF industry either at a data vendor, asset manager or similar
- Experience of Excel SQL and Python advantageous
- Broad understanding of financial markets, ETFs and indices
- Ability to work and strive in an entrepreneurial, fast paced, and team-oriented environment.
- Excellent verbal and written communication skills combined with agile critical thinking and a problem-solving demeanour, with an eye for detail
- Excellent time management
- Proactiveness and willingness to learn