

# JOB OPPORTUNITY

VELA  
connect · deliver · enable



## APPLICATION SUPPORT ENGINEER

Location: Belfast

### Overview

Vela is a leading independent provider of trading and market access technology for global multi-asset electronic trading. Our software enables clients to successfully execute on their trading strategies and manage risk across multiple fragmented markets, liquidity pools, and data sources. We help firms successfully differentiate and innovate in an ever-changing, increasingly-regulated and fiercely-competitive landscape, while also reducing total cost of ownership.

Vela's ticker plant, execution gateways, trading platform, and risk and analytics software deliver a unique, ultra-low latency technology stack for electronic low-touch and Direct Market Access (DMA) execution and pricing. We leverage the latest innovations in technology to deliver cutting-edge performance, features, and reliability. Our modular stack is accessed through a single set of trading, data and risk APIs and can be delivered as-a-Service from multiple co-location data centers globally.

With access to more than 200 venues, Vela provides global coverage across all major asset classes. Clients are supported by an award-winning team of technical and business experts available 24x7 from our multiple offices in the US, Europe, and Asia. Vela's clients include traders, market makers, brokers, banks, investment firms, exchanges, and other market participants.

### Job Profile

Application Support Engineers work on a wide range of specialist areas ranging from development consultancy to operational support. Duties include working with customers to resolve business critical and time sensitive issues they encounter when using our Vela Software suite of products.

Our suite of products includes Low Latency Market Data Platforms, Monitoring Software, Data Distribution Software, Order Entry / Routing Software and the MAMA / OpenMAMA API (C / C++ / Java / .NET / C#).

An Application Support Engineer is a subject matter expert, who can implement and deploy products internally and externally, with the expectation that you will improve other less experienced staff and streamline processes.

### Key Accountabilities

- Ownership of technical enquiries – Identify, diagnose and resolve incidents raised by customers.
- Progressing all incidents through to resolution and working with the customer to verify effectiveness of solution
- Fully understand all outstanding incidents relating to our software suite
- Execute on Professional Services tasks to help our customers successfully install, integrate, and maintain Vela software in accordance with our best practices



- Be a point of contact with other departments to ensure a tight implementation of the solution and a smooth transition to production
- Be a knowledge share champion to our internal knowledge base on common issues and practices and help cross-train on our suite of products.
- Create and deliver professional training collateral for use in empowering our customers as well as in-house courses.

## Knowledge, Skills & Experience Required

### Essential:

- BS Required or equivalent in Computer Science, Engineering or related discipline.
- Effective written and verbal communication skills
- Direct customer facing experience
- Excellent problem solving and analytical skills
- Ability to multitask and prioritize responsibilities
- Proven ability to thrive in fast paced day-to-day activity
- Proven track record of exceptional performance, high productivity and meeting deadlines
- Strong working knowledge of various operating systems: Unix, Linux, Win Systems, etc.
- Trouble Shooting/Development Experience in Programming Languages: Java, C++, .NET, C#, Perl, etc.
- Skilled Trouble shooter
- Track record of working within a highly effective team

### Desirable:

- 1 to 2 years relevant (i.e. industry/product) experience or equivalent expertise
- Experience using the Vela Market Data Platform
- Experience developing against the MAMA / OpenMAMA API
- Systems Administration Experience
- Financial Markets Domain Knowledge
- Financial Protocols expertise
- OS/Hardware engineering – experts in optimizing hardware for best software performance

For more details on our organization, please visit our website: [TradeVela.com](https://TradeVela.com)

Vela Trading Systems is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or protected veteran status and will not be discriminated against on the basis of disability.