

# JOB OPPORTUNITY

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## MANAGED SERVICES PRODUCTION ENGINEER

Location: Manila

### 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 250 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

You will be joining an elite group of individuals charged with production management and implementation of platforms based on Vela's Software. This role is highly customer focused, as you work with sales, presales and our customers to define these products, their features, delivery schedules, service offerings and service levels. This role presents the ideal candidate with exposure to some of the biggest, most powerful financial institutions in the world today.

Key objectives of the team are:

- Maintain a sustainable technology Platform Architecture – including daily operations and maintenance, capacity expansion, new feature rollout and incident management
- Work within industry best practices for Vela software in addition to out-of-the-box thinking to solve unique problems that occur in a Market Data Infrastructure
- Align with Account Management to ensure timely delivery of new features, customer turn-up, issue resolution, monitoring and process improvement
- Establish strong Presales relationships to accurately capture customer requirements for platform customization

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- Ensure Service Quality in working closely with customers both during the on-boarding process and ongoing customer services
- Provide a world class global product offering

## Key Accountabilities

- Coordinate with peers in operations, presales, managed services and engineering to perform complex tasks, troubleshooting, performance tuning and issue resolution
- Optimize and streamline processes in support of daily operations, metrics analysis, client services and communication and project delivery
- Engaging with customers to help plan deployment strategies and implement changes
- Ensuring all customer issues are followed through and implemented to their satisfaction
- Providing world-class support
- Work closely with Clients and others on managed service team to meet client goals and deadlines
- Overall systems management of global sites as they are deployed

## Knowledge Skills & Experience Required

### Essential:

- Ability to multi-task, prioritize and stay organized in a fast-paced environment
- Proficiency with a Linux/Unix based Operating Systems
- Experience in creating technical documentation and runbooks
- Experience in working effectively within a team and on your own
- Desire and Flexibility toward traveling and work schedule
- Strong communication and interpersonal skills
- Desire to work on a cutting-edge global technology solution
- Bachelor's degree (computer science or similar technical discipline preferred) or better

### Desirable:

- Previous market data experience
- Any Wombat software experience
- Experience in the deployment of network infrastructure software products
- Development and Scripting experience in any language
- Mathematical and/or Statistical knowledge for empirical analysis
- Strong Unix/Linux skills

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- Experience in performance tuning
- Strong knowledge of TCP/IP and Multicast network protocols
- Working knowledge of network infrastructure
- Familiar working with Jira and Confluence tools

## Further Information

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