

## PRODUCTION ENGINEER

### Overview

SR Labs provides high-performance global trading platforms, through innovative market-leading software, market data and a low-latency secure networked community. We are now seeking to recruit a Production Engineer.

SR Labs provide a range of enterprise level products and solutions for commercial clients such as Tier 1 investment banks, global hedge funds and other international exchanges. Our company has a broad and diverse product portfolio where our core strength centres on innovation and technology.

### Job Profile

In this role you will be part of a multi-disciplinary team that is responsible for providing Managed Services to SR Labs customers.

This is a business critical role that will involve tackling challenging, unique situations on a daily basis and will require interaction with multiple stakeholders spanning all teams in the company. As a member of the Managed Services team you will contribute to the daily operational support of all SR Labs Managed Services clients.

The successful applicant will be responsible for coaching team members by providing technical direction and representing the Managed Services team by providing technical guidance on required projects.

### Key Accountabilities

- Perform day-to-day support and administration of managed customer tickerplant infrastructure.
- Participant in production roll outs and upgrades of SR Labs software for Managed Service customers.
- Serve as one of the primary points of contact for software issues and handle issue escalations that require direct support and action, with particular emphasis on troubleshooting service issues and outages.
- Actively monitor all customer environments in order to proactively identify issues.
- Work with customer onsite teams in order to schedule upgrades, and support client led changes.
- Work with customer onsite application teams to support testing and user acceptance of new software rollouts and upgrades.
- Collaborate with team members to identify innovative ways to improve practices and procedures.
- Proactively manage own tasks and projects to agreed deadlines.
- Professionally represent the Managed Services team as a Production Engineer.
- Document the design, operation and troubleshooting of customer tickerplant environments and procedures.

# SR LABS

*Professionally  
Managed  
Solutions for  
The Enterprise*

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## **Knowledge, Skills & Experience required:**

### **Essential:**

- Proficiency with 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 towards travelling and work schedule
- Strong communication and interpersonal skills
- Desire to work with cutting edge technology and to be challenged
- Degree (Min 2.1) in Computer Science, Software or Electronic Engineering or other related discipline; or a proven track record of practical experience in a similar environment

### **Desirable:**

- Scripting experience using perl, python, bash, ruby
- Market Data Experience
- Strong knowledge of TCP/IP and multicast network protocols
- Working knowledge of network infrastructure
- Experience with incident ticketing systems (jira)
- Knowledge of ITIL and industry best practices

### **Further Information**

For more details please contact:

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