

JOB OPPORTUNITY

VELA
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PLATFORM TECHNICAL OPERATIONS ENGINEER

Location: Chicago

Overview

Vela is a leading independent provider of trading and market access technology for global multi-asset electronic trading. Our software enables clients to rapidly access global liquidity, markets, and data sources for superior execution. 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 to simplify and streamline electronic trading. We leverage the latest innovations in technology to deliver cutting-edge performance, features and reliability. Our modular stack provides access to a comprehensive 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

The Vela DMA Platform as a Service (PaaS) product is a global, high performance, distributed service providing Market data, Order Execution and Risk Management to participants of the financial markets. It operates 24 hours a day with clients and operations distributed globally. Being part of Vela's PaaS team, you will work closely with the engineering, pre-sales engineering, product and support teams focusing on product delivery and maintenance of the high standards expected by our customers.

As a *Platform Technical Operations Engineer* you will part of the team responsible for proactively managing, maintaining and improving this flagship product. This includes the onboarding of new clients, managing product improvement projects by coordinating with other stakeholder groups as well as providing third line product expertise to the client support team.

In addition, daily duties will include oversight of the day to day operations teams, bringing coordination and control at a product level ensuring that the platform operates within defined SLOs and with an acceptable level of risk.

You will be responsible for not only design and implementing technical solutions but also identifying and quantifying areas of improvements and presenting these for inclusion to the product improvement roadmap.



Key Accountabilities

- Provide third level, in depth product expertise on the PaaS and FrontRunner products as well as exchange traded derivatives subject matter.
- Gather and understand the business and technical requirements of our prospects and deliver a solution.
- Work closely with the Sales Engineering team to ensure that customer projects are well defined, designed in accordance with platform capabilities and solutions are reusable.
- Assist with new client on-boarding providing technical and business support.
- Work closely with the Product and Account Management teams on existing and new product development by offering technical guidance, and in order to deliver an optimal overall end-user experience.
- Coordinate between internal service provider team to deliver new clients, products and services.
- Practice sustainable incident response and blameless post-mortems
- Proactively manage own tasks and projects to agreed deadlines
- Support services before they go live through activities such as system design consulting, developing supporting utilities and systems, capacity planning and launch reviews.
- Maintain services once they are live by measuring and monitoring availability, latency and overall system health.

Knowledge, Skills & Experience Required

Essential

- 3+ years of service delivery support, preferably in the listed derivatives market.
- Previous experience working within a data/software vendor, exchange or trading firm.
- Industry knowledge and understanding of financial markets and related terminology.
- Experience with Unix/Linux operating systems internals and administration (e.g. filesystems, inodes, system calls, etc) or networking (e.g. TCP/IP, routing, network topologies and hardware, SDN, etc).
- Excellent communication skills with the ability to convey technical concepts to audiences of various levels.
- Excellent written and verbal communication, and strong presentation skills.
- High proficiency with Microsoft PowerPoint, Word and Excel.
- Bachelor's degree or equivalent experience.

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Further Information

For more details on our organization, please visit our website: 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.