PRODUCTION SUPPORT ENGINEER
(EMEA SHIFT)
Location: Belfast

Job Profile

Recruitment is currently taking place for role of a Production Support Engineer, working within the Production Support & Monitoring team in Belfast, specialising in the Data Access & Reporting Technology (DART) product line.

DART analyses the usage of data from market data vendors providing transparency of this process within the client organisation. The team provide a managed service for the collection & administration of client's data usage and assist in identifying cost saving opportunities throughout the project duration.

The successful applicant will be responsible for analysing data usage on behalf of our clients and working closely with them to ensure a thorough understanding of the DART product & data. We'll expect you to assist in training clients on our portfolio and services, as well as represent our suite of products and services at client meetings. Duties will include compiling reports for various market data clients, client installs & migrations, building new custom reports and improving existing on our Business Intelligence (BI) portal, handling client calls, data and technical queries working closely with our product teams providing client feedback and potential software enhancements in addition to maintaining awareness of the company's new technologies and concepts relevant to existing and future clients.

This will be a challenging and rewarding role offering a unique ability to learn the policies of many important capital markets firms and stock markets. It will be ideally suited to a person who is willing to learn and with a desire for career progression.

Key Accountabilities

- Ownership of technical enquiries & issues end to end – Identify, diagnose, and resolve incidents raised by clients

- Working closely with our Product and Engineering teams on software and process enhancements

- Incident resolution & Outage call handling - notifying internal and external stakeholders and being responsible for resolution, communications, and follow-ups

- Project Management / Good Organisation Skills

- Monitoring of production environments - identifying and implementing improvements

- Be a point of contact with other teams to ensure a tight implementation and delivery of a software solution into production

- Running reports to analyse common complaints and problems, putting processes in place to reduce common errors and faults

- Be a knowledge share champion to our internal knowledge base on common issues and practices and help cross-train on our suite of products

- Rolling out software and configuration changes / change request management

Knowledge, Skills & Experience Required

Essential:

- Degree 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 prioritise responsibilities
- Proven ability to thrive in fast paced day-to-day activity
- Proven track record of exceptional performance, high productivity, and meeting deadlines
- Working knowledge of various operating systems: Unix, Linux, Win Systems, etc.
- Track record of working within a highly effective team

Desirable:

- Knowledge of monitoring software
- Systems Administration Experience
- Financial Markets Domain Knowledge or financial Protocols expertise
- OS/Hardware engineering – experience in optimising hardware for best software performance

Further Information

For more details on our organisation, 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, colour, religion, sex, national origin, or protected veteran status and will not be discriminated against on the basis of disability.