



PRODUCTION SUPPORT & MONITORING ENGINEER – EMEA, US & APAC SHIFT

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 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

A Production Support & Monitoring Engineer is a critical point of contact for users who call the Vela Support Hotline and will be expected to proactively identify issues with our Direct Market Access (DMA) Order Execution & Market Data platforms.

Successful candidates will take ownership of issues end to end, managing them in a logical and methodical manner while providing the highest level of customer service. Engineers will manage several scheduled tasks for customers designed to ensure that the customers systems remain operational and look to identify repeat issues. Engineers will escalate unresolved problem/issues/requests where necessary. Engineers will be expected to identify and develop automation opportunities to improve and enhance existing systems, services and monitoring opportunities.

Key Accountabilities

- Daily Operations and platform maintenance – Identify, diagnose and resolve incidents raised by Vela clients
- Incident resolution & Outage call handling - notifying internal and external stakeholders and being responsible for resolution, communications and follow-ups



- Monitoring of production environments - identifying and implementing monitoring improvements
- Be a point of contact with other teams to ensure a tight implementation and delivery of a software solution into production
- Work with Vela Account Management to ensure timely delivery of releases/patches and client requirements
- 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 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, Computer Networking basics
- 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 optimizing hardware for best software performance

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.