



# WE ARE HIRING!



## ROLE - INTERN SUPPORT ENGINEER

WealthOS is a cloud-native, core wealth management SaaS platform that is revolutionising the wealth management industry for clients in the UK, US, and Europe. We're seeking a motivated **Intern Support Engineer** to join our dynamic Support Engineering Team through our comprehensive internship program designed to accelerate your career growth.



### KEY RESPONSIBILITIES

- **Resolve Customer Issues:** Quickly identify and solve technical problems while maintaining excellent service standards according to our SLA commitments.
- **Manage Support Tickets:** Use Jira Service Management to organize, prioritize, and track customer inquiries from start to resolution.
- **Provide Outstanding Customer Service:** Deliver friendly, professional support with a focus on solving problems on the first contact.
- **Collaborate with Engineering Teams:** Report bugs, suggest improvements, and work closely with developers to enhance our platform.
- **Build Customer Relationships:** Communicate with empathy and professionalism to create positive experiences for our clients.
- **Share Knowledge:** Contribute to our support documentation and help build resources that benefit the entire team.



### YOU MIGHT BE THE 'ONE' IF:

- **Strong Communication Skills:** You can explain technical concepts clearly in both written and verbal communication.
- **Customer-Focused Attitude:** You genuinely enjoy helping people and have the patience to work through challenging situations.
- **Technical Curiosity:** You're interested in learning about software, APIs, and technical troubleshooting.
- **Positive Team Player:** You bring enthusiasm and collaborate well with others.
- **English Proficiency:** You communicate fluently in English with confidence.



### WHAT YOU WILL LEARN

- **Master Wealth Management:** Gain deep insights into the financial services industry from experienced professionals.
- **Develop Problem-Solving Skills:** Learn systematic approaches to troubleshooting complex technical challenges.
- **Experience Product Development:** Work alongside engineering teams to understand how software products are built and improved.
- **Build Customer-Centric Thinking:** Develop skills in understanding user needs and delivering exceptional service.
- **Work in Cross-Functional Teams:** Collaborate with diverse teams in a fast-paced, innovative environment.

If you are passionate about solving technical challenges, helping customers succeed, and building meaningful relationships through exceptional support, this is the role for you. Your work will directly impact how WealthOS delivers world-class service, ensures customer satisfaction, and builds trust in our revolutionary wealth management platform.



**Ready to join the WealthOS team? Apply now by completing this short assessment.**

We follow flexible hours, and have a hybrid working culture. We are an equal opportunity employer and value diversity at our company.