🚀 WE ARE HIRING!

ROLE - 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 on the lookout for an experienced **Support Engineer** to join our dedicated Support Engineering Team

😎 KEY RESPONSIBILITIES

- **Incident and Problem Management:** Take ownership of technical issues from our clients. Triage, investigate, and resolve incidents according to ITIL best practices. Track issues from initial report to final resolution, ensuring clear communication and timely updates.
- **Proactively Monitor and Resolve Issues:** Utilise monitoring and analytics tools (e.g., Datadog, Splunk, New Relic) to proactively identify, investigate, and resolve performance bottlenecks, errors, and potential system issues before they impact customers.
- **Perform Deep Technical Troubleshooting:** Conduct in-depth analysis of issues by examining application and system logs, analysing files to identify root causes.
- **Act as a Bridge to Engineering:** Collaborate closely with development and platform teams by reporting well-documented bugs, participating in root cause analysis for recurring problems, and providing valuable feedback on cloud security and the CI/CD pipeline.
- **Enhance Service Delivery and Knowledge:** Contribute to the continuous improvement of our support function by creating and maintaining technical documentation, run-books, and internal knowledge base articles that empower the entire team and improve resolution times.
- **Deliver Outstanding Customer Support:** Communicate with empathy and professionalism to build positive relationships with our clients, ensuring they feel supported and confident in our platform and our service.

🤩 YOU MIGHT BE THE 'ONE' IF:

- **Extensive Technical Support Background:** You have a minimum of 3 years of hands-on experience in a technical support, production support, or IT service desk role, preferably within a SaaS or enterprise FinTech environment.
- **ITIL & Process Acumen:** You are familiar with ITIL best practices and have experience with incident, problem, and change management processes.
- **ITSM & Ticketing Expertise:** You have hands-on experience with ITSM tools. Proficiency with JIRA Service Management is highly preferred, but experience with similar tools like ServiceNow or Zendesk is also valuable.
- **AWS & Cloud Proficiency:** You possess strong, practical experience with the AWS cloud platform and a good understanding of its core services. A solid awareness of cloud security best practices is essential.
- **Proven Technical Experience:** You have demonstrable experience with modern web technologies, including our stack (TypeScript, React.js, and Node.js), enabling you to understand and troubleshoot complex application issues.
- **Linux/Unix & Scripting Proficiency:** You are comfortable in Linux/Unix environments and proficient with shell commands for troubleshooting, log analysis, and managing services. Familiarity with scripting languages like Bash or Python for file analysis is a significant advantage.

- **Monitoring & Analytics:** You have experience assess and establish monitoring and analytical tools such as Splunk, Datadog, New Relic, Prometheus, or similar to analyse logs and performance metrics to resolve issues.
- **CI/CD Awareness:** You have a foundational understanding of CI/CD principles and processes.
- **Strong Analytical Skills:** You possess excellent troubleshooting and analytical skills with a methodical approach to problem-solving.
- **Strong Communication Skills:** You excel at explaining complex technical concepts clearly and concisely to both technical and non-technical audiences, in both written and verbal communication.
- **Customer-Focused Attitude:** You genuinely enjoy helping people and possess the patience, empathy, and resilience required to navigate and resolve challenging customer situations, always striving for a positive outcome.
- **Positive Team Player:** You bring a positive attitude, enthusiasm, and a collaborative spirit, working effectively with colleagues across different teams to achieve shared goals and contribute to a supportive work environment.
- **English Proficiency:** You can communicate fluently and confidently in English, both verbally and in writing, which is vital for clear interaction with our global client base and internal teams.

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.

For the right fit, we're looking to offer a GBP, above-market rate compensation package.
We follow flexible hours, and have a hybrid working culture. We are an equal opportunity employer and value diversity at our company.