

Technical Support Specialist

Who we are:

Probanx Solutions Ltd (Probanx®) is part of the ISX Financial Group of companies. Our inhouse developed platforms allow us to deliver technology and financial services to our customers. The Group employs more than 140 staff located across our offices located in Australia, Cyprus, Lithuania, United Kingdom, Netherlands, USA, Israel, Malta.

Probanx Solutions Ltd (Probanx®) is an international banking software company, founded in 2000 and since September 2019 it is a wholly owned subsidiary of ISX Financial.

With over 20 years of experience, Probanx provides a comprehensive and versatile banking software solution for retail, corporate and private banks, E-Money and payment institutions, offering capabilities that up until now were affordable only by large commercial banks.

Probanx's core banking solution, brings together a plethora of modules with an agile, modern user interface and a forward-thinking architecture, entirely built using Microsoft technologies, that enables financial institutions to choose functionalities and workflows that fit their specific needs.

The Role:

We are looking for new team members for our technical support team. The technical support team provides second line of technical support to our clients, investigating technical issues that cannot be solved by the first line of support. The team is working in collaboration with the first line of support and the developers. You will report to the Technical Support Team Lead. We are happy to accept applications from graduates and give them the opportunity to join our growing team.

Responsibilities include :

- Act as the initial point of contact for all technical concerns from clients or other employees.
- Monitor the banking system and the supporting systems and ensure that they are operating properly, make the precautionary tests and tackle any problems in a fast manner, and provide technical support to the users of these systems.
- Troubleshoot any issues to understand the root cause and identify solutions.
- Manage client integrations and assist in resolving any technical difficulties they may have.
- Work with our clients to resolve any problems on customers' side.
- Assist management in creating training materials pertaining to system troubleshooting and usage.
- Participate in the testing of the products prior production release.

iSX Financial EU PLC

UK FRN - 901034

Co No - HE348009 (CY)

Trading as: ISXPay®, ISXMoney® and flykk®

Authorised by the Central Bank of Cyprus

115.1.3.17 as an E.E.A Monetary Financial Institution

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Australia | Cyprus | Israel | Lithuania | Malta | Netherlands | U.K. | U.S.A.

www.isx.financial

Skills and Requirements:

- Bachelor's degree in Computer Science or Information Technology.
- Experience in Banking, Payments, Insurance or Telecom Industries.
- Experience in any of: HTML, ASP, C#, JavaScript, Python, Microsoft Internet Information Server (IIS).
- Experience in any of: Relational Database Management, ANSI SQL and/or T-SQL, Microsoft Visual Studio development environment, PowerShell.
- Strong analytical and problem solving skills.
- Proficient written and verbal English.
- Time-management skills and the ability to establish reasonable and attainable deadlines for resolution.
- Positive and collaborative team player.

Benefits:

- Private health insurance plan fully sponsored by the company
- 21 days of Annual Leave (reaching up to 30 days per year based on years' service)
- Birthday leave
- Happy hour every Friday
- Benefits card (shops, restaurants, school)
- Sports Benefit participation scheme
- Employee Referral bonus
- Internal cafeteria with barista, unlimited snacks, fruits, drinks
- Performance Bonus, including mix of cash and share-based scheme of company stock for outstanding performers.

How to Apply:

Apply to careers@isxfinancial.com with a full copy of your CV quoting "Technical Support Specialist"
Furthermore, samples of your portfolio will be highly appreciated.

Right to Work

You must have the right to legally reside and work in the Republic of Cyprus or be an EU citizen.
Employment is subject to a National Police check.

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