

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 125 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 first line of technical support to our clients, investigate their technical issues, test solutions, and assist them with integrations. This support team runs 8x5 and provides support via phone, email and Jira Service Desk Tickets. You will report to the Technical Support Team Lead. We are happy to accept application from graduates and give them the opportunity to join our growing team

Responsibilities include (but are not limited to):

- Communicate with clients of Probanx to quickly get to the route of the problem
- Troubleshooting technical issues
- Talking customers through a series of actions to resolve a problem
- Assisting customers with integrations and migration
- Providing support in the form of procedural documentation
- Testing and evaluating new implementations and technologies
- Dealing with customer's tickets in the Service Desk according to our procedures

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

t: +357 22 015 740

a: 1 Makrasikas Street, KBC North, Strovolos, 2034, Nicosia, Cyprus

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

www.isx.financial

Skills and Requirements:

- Degree in Computer Science or Information Technology
- Prior experience in tech support, desktop support or similar role will be considered as an advantage
- Experience in any of: SQL, SSMS, IIS, PowerShell, Python, HTML, CSS, JavaScript.
- Excellent written and verbal English
- Attention to details, strong problem solving and interpersonal skills
- Time-management skills and the ability to establish reasonable and attainable deadlines for resolution
- Positive and collaborative team player

The Package:

Competitive Salary

Private health insurance plan participation

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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