Technical Support Team Lead

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 provide banking software to financial institutions and Emoney institutions. We are looking for a technical support team lead as an addition to our team. You will provide first line of technical support to our clients, investigate their technical issues, test solutions, assist with integrations. You will be the link between our Business and Technical teams.

Responsibilities include (but are not limited to):

- Leading the Technical Support team.
- Training the team on technical expertise.
- Communicating 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

Skills and Requirements:

- Experience in: SQL, SSMS, IIS, PowerShell, Python, HTML, CSS, JavaScript
- Prior experience in tech support, desktop support or similar role will be considered as an advantage
- Preferably previous experience in Banking, Payments, Insurance or Telecom Industries
- Experience in a leading a team
- 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
- Up to date with technology.
- Degree in Computer Science or Information Technology will be considered as an advantage

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 Team Lead" 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.