

Role	Technical Support Engineer (Operations)
Team	Operations
Line Manger	Director of Operations
Date	16 th April 2019
Full/Part Time	Full-time
Salary	£25,000 (plus bonus) (negotiable)

Role Description

We are looking for a talented, passionate and collaborative Technical Support Engineer to work in our rapidly growing Operations team. We are a small, friendly organisation that sees our culture and the way we develop our people as central to everything that we do. Our start-up nature throws up opportunities and challenges on a daily basis and the successful candidate will thrive in this sort of environment.

As a Technical Support Engineer, you'll be monitoring and maintaining the platform, applications, systems and networks within the business in a technical 1st line support role. If there are any issues/incidents or changes required, you'll be the first person our customers (external & internal) will come to. You will be the first point of contact for our content side integrations helping to develop our methods to integrate efficiently with a growing number of mobile content providers around the world. These integrations help us increase our portfolio of partnerships and add to the 13m transactions we process monthly. Development projects to create, maintain and operate Operational portals, Applications and tools are an opportunity for you to show your creative and skills.

We are a small, friendly organisation that is growing quickly, and which therefore throws up all of the challenges you may expect in a start-up. The ideal candidate will be interested in helping the business grow and mature through the introduction of new ways of working and the application of experience learnt elsewhere. In return, we are well aware that you have your own aspirations and we want to contribute towards your development, whether this is via training, mentoring or something else that you value.

The technology stack you'll be working with includes (but is not limited to):

C#, .NET, SQL Server, VB.NET, JavaScript

What you'll do:

- Development and deployment of new integrations and features
- Integrating with and developing new API's (SOAP and RESTful), enhance Web Applications, build Windows Services and more...
- Ensure the code you have written functions as designed by creating automated unit tests
- Create useful documentation for systems worked on (code commenting, Wiki pages, Swagger, etc)
- Help drive the success of the wider Delivery team, delivering services to our customers

Responsibilities will include:

- Complete accountability for successful project planning and delivery of services
 - Investigation, Restoration and Resolution of Incidents and Problems recorded by the business
 - Managing a wide variety of projects in parallel – both client facing and internal
 - Active management of a broad variety of stakeholders
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- Ownership of the continuous improvement of operations within the business, including the use of tools and automation where possible.

Knowledge:

- Web Apps (Web Forms, WCF)
- Web APIs - SOAP - REST
- Development methodologies - Object-oriented

Skills:

- .Net developmental experience (18 months)
- .Net 4.5
- C# (12 Months)
- Database Experience (18 months)
- MS SQL 2008 onwards (12 months)
- • Web Development - HTML5 - CSS3 - JavaScript

Attributes:

- Communication (progress updates, documentation, scrums, etc)
- Approachable
- Analytical (problem solving)
- 'Can do attitude
- Desire to work in a fast paced, dynamic and fun team setting where we are all aligned in delivering projects
- Willingness to learn

Attitudes:

- Accountable
- Adaptable
- Collaborative
- Positive
- Enthusiastic

Company Description

Infomedia is an exciting Fintech business that applies micro payments to consumer's mobile phone accounts on behalf of brands, using a technology called Direct Carrier Billing. The company has been growing at the rate of 50% per year for the last 5 years and appeared in both the Sunday Times TechTrack 100 and the Deloitte Fast 500 once again in 2017. We currently operate in Europe and the Middle East and are expanding into the Far East and Africa.

Established in 1991, Infomedia has transitioned with changing consumer behaviour on the mobile platform to become one of the most trusted global players in the Direct Carrier Billing (DCB) market. The business continues to grow rapidly with unique global carrier relationships and a current reach of over 200 million customers transacting over its platform. Infomedia's revenue has grown by an average of 49% YoY over the last five years by developing new use cases for direct carrier billing, ignoring short-term traditional Value-Added Service (VAS) revenues and focusing on launching compelling new services tailored for DCB.


Infomedia

Role Description

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Infomedia has a fully-managed service offering. This allows brands and carriers to simply 'plug in and play' to start generating revenue from micropayments on mobile. Services are typically live within weeks and generating a ROI within a few months. Infomedia enables carriers to leverage their current billing system and relationship with the customer to increase ARPU (average revenue per user) and allows brands to monetise digital in a way that is suited to growing consumer trends for frictionless payments, snacking content and the micro subscriptions.

The team has ambitions to maintain its steep growth curve by further expanding internationally and enabling a broad range of brands from publishers to car parks to maximise revenue on the mobile channel. At the same time, Infomedia is committed to driving quality in the market and working with regulators to create a more modern compliance framework that allows brands and carriers to benefit from the demand for frictionless mobile payments whilst safeguarding consumers.

www.infomedia.co.uk
