

Customer Support Engineer for the Maintenance & Services Team

Hours: 80-100%

Duration: permanent, starting immediately

Location: swissQuant Group AG, Kuttelgasse 7, CH-8001 Zurich, Switzerland

swissQuant Group provides quantitative services, consultancy and products for financial and industrial clients, including several global Fortune 500 companies. Our business edge originates from the effective translation of Intelligent Technology into measurable, bottom-line client value. swissQuant Group is a privately held company incorporated in 2005 as a spin-off from ETH Zürich.

The Maintenance & Services Team is the central point of contact for all support issues and questions. The team represents the company towards our clients by responding and resolving issues with our software products, and it contributes to the development of these product through hands-on support of the software engineering process regarding build pipelines, quality assurance and release processes.

Position

We are looking for an additional team member whose interests include Customer Service and Application Support, who already gathered work experience in these areas, ideally within financial services firms or providers. Experience working with external clients and internal stakeholders is relevant.

The focus of the position is twofold – firstly, ensuring the software and services we deliver to our clients are properly quality assured, packaged, documented and supportable from the ground up. Where possible this should be automated and repeatable. Secondly, providing first class support to our clients, including automated checks and data gathering, backed up by the development teams.

The team also act as subject matter experts in the areas of supportable architectures, quality automation, packaging, and client support, helping to ensure swissQuant provides a high level of customer service.



Scope

swissQuant supports all clients and applications through this support model and builds all new applications with supportability in mind from the start. The team therefore have a wide scope and involvement with all other swissQuant teams and most of our clients, and our involvement is growing steadily.

Your future

As a part of swissQuant's Maintenance & Service Team, you will be working with motivated colleagues, get the chance of seeing many different products and solutions, valued by customer in industries such as Private Banking, Clearing Houses, Wealth-Management, and Insurance. You will grow to become the subject matter expert with knowledge not just around the supported products, but also of the customer's requirements, their systems, and our integration points.

Requirements

As an experienced support engineer, you understand software applications from both a user and technology viewpoint, logically diagnose issues, and work with users and developers to resolve them. You are comfortable communicating with anyone, quick to pick up the phone, but also disciplined in documentation and traceability.

Quality and scalability are key goals – you automate and standardise where you can; you implement monitoring, so you know immediately about problems; you like implementing new technology in a robust and reliable way; you are direct in communicating issues or concerns.

To be a successful candidate, you must fulfil the following requirements:

- ◆ Degree in a discipline such as Computer Sciences or Engineering, or very strong industry experience.
- ◆ Very strong IT background, hands-on experience of delivery and support or software maintenance.
- ◆ Technologies: Relational databases, Git-Maven-Nexus-Jenkins, web services & sites, Linux. Programming languages as Java and Python will be a plus.
- ◆ Knowledgeable and interested in cloud environments such as AWS/Google Cloud/MS Azure and containerized applications (Docker/Kubernetes).
- ◆ Strong analytical and communication skills.
- ◆ Strong communication skills in English, and at least conversational level of German.

Application

swissQuant Group is a fast paced and dynamic company. We offer room for growth and a high level of personal responsibility in a challenging environment. As a successful candidate, you will join a project team and take an active part in the development of new software products linked to real client needs and future industry standards.

Interested? Please send your cover letter and CV/Recommendations in PDF format (max. 3 attachments) to quantcareers@swissquant.com

