

# METACO

## JOB DESCRIPTION

### CUSTOMER SUPPORT ENGINEER

METACO is the leading provider of security-critical software and infrastructure, enabling financial institutions to orchestrate and manage their digital assets. We are trusted by the top financial institutions to offer robust, scalable, and integrated solutions. Our values are Integrity, Quality, Passion - At METACO we put our customers first. We strive to deliver best-in-class products and services that help our clients achieve customer and business success.

#### What we offer

- Opportunity to work in an inspiring, dynamic, and rapidly growing firm with diverse development possibilities
- A team-oriented environment that enables talent to thrive
- Exposure to an exciting emerging asset class

#### Responsibilities

- Proactively manage, up to resolution and based on agreed SLA terms and conditions, tickets logged into ZOHO Service Desk, the support tool used by METACO
- Analyse new issues raised by customers, qualify them, and assign severity levels
- Provide L1 & L2 support and updates, in a timely manner. Troubleshoot, perform root cause analysis and escalate to engineering as required
- Coordinate with, and assign to engineering team, issues that require L3 support, e.g. requiring of technical intervention/development
- Collaborate with internal stakeholders and external partners to improve cross functional support
- Provide training and functional support to customers across all METACO's products and service offerings
- Contribute to defining, developing, and maintaining training materials
- Contribute to the development of the METACO's knowledgebase by writing articles, documenting best practices, and developing "how-to" guides
- Utilize data to provide insights and propose action plans so as to improve customer experience workflows
- Embrace innovation and strive to improve the support process, in order to improve customer experience and consequently, customer satisfaction
- Ensure all required internal reporting tasks are completed accurately and on time

#### Key competencies

- Knowledge of internet protocols, TCP/IP, SSL, TLS
- Working knowledge of REST API
- Scripting with at least one of the following: JavaScript, python
- Programming knowledge of Java, .NET an advantage
- Good understanding of containerization technologies such as Docker and Kubernetes.
- Working knowledge of Linux OS
- Ability to write SQL queries and perform database manipulation
- Aptitude in decision-making and problem-solving
- Excellent communication skills and positive attitude in order to operate globally across multiple customer segments
- Independently acquire technical and subject matter expertise across all METACO's products and services

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- Experience with different support channels, including voice, e-mail, social and/or chat.
- Knowledge of crypto markets in order to solve complex challenges raised by customers
- Excellent planning skills; able to manage multiple priorities and tasks
- Flexible and adaptable to meeting the evolving needs of a high-growth and fast paced organization
- Attention to detail
- Able to operate independently

## Requirements

- Bachelor or advanced degree in computer science, engineering, or other technical vocation
- Prior experience (1-3 years) in customer support and/or quality assurance in a software development company
- Ability to work under pressure, to answer customer queries in a timely manner to meet our strict SLAs, including working across time zone
- Knowledge of the crypto/blockchain domain is a significant advantage