



Application Support Engineer

Novia Financial is an award-winning financial technology company based in the heart of Bath. As part of our wealth management service for investment advisers and their clients we combine the latest in wrap platform technology, online functionality, and management information.

Your day-to-day life as an Application Support Engineer

The role is part of an established service desk team which is operational from 8-5.30pm. You'll work a 37.5 hour week with responsibility for addressing the root cause of software and database problems aiming to remove unnecessary work and increasing the overall efficiency of the team.

- > Identify the root cause of incidents and implement workarounds and fixes automating processes wherever possible.
- > Assisting the Application Support team in resolving incidents and fulfilling requests to meet SLAs.
- > Implement monitoring solutions across our technology stack to ensure we can measure, make informed decisions, and pre-empt failures on the platforms.
- > Acting collaboratively – share knowledge and work with other teams in supporting new features, services, and releases.

What we are looking for

We are seeking a determined and effective trouble shooter who is passionate about problem solving, automation and process efficiency. You have a natural flair for understanding the wider business context of software issues and a proven track record of applying creative thinking and innovate solutions. You remain calm in pressured environments and ultimately you thrive when solving problems and improving processes to the benefit of your customers and team.

We'd love it if you have:

- > Strong SQL and data manipulation skills.
- > Experience with advanced scripting and automation tools such as Powershell or Python.

We'd really love it if you brought additional expertise with:

- > Experience working in an Agile framework using DevOps tools.
- > Source control software and methodologies.
- > Monitoring and log management including DataDog and Redgate.
- > Experience working with reporting tools such as PowerBI.
- > Development exposure, particularly Microsoft technologies such as .Net.

Benefits

Aside from flexible working and an informal dress code when you are in the office we offer;

- > A competitive salary and discretionary bonus each year.
- > Group contributory pension scheme (6% employer and 3% employee).
- > 25 days holiday per annum & the option to buy/sell up to 5 additional days p.a.
- > Tech Scheme and Cycle to Work scheme.
- > Supported and encouraged Professional Development such as vocational training, Hack days, conferences, meet-up events plus regular social events.
- > Private Medical scheme, income protection scheme, group contributory pension scheme and an Employee Assistance Programme (EAP).
- > Internal mentoring scheme.
- > Interest free season ticket loans for travel costs and corporate gym membership rates.

To apply please email your CV and any cover letter to jobs@novia-financial.co.uk