

Trading Systems Backend Support

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Company: Shift Markets

Location: Poland

Category: office-and-administrative-support

Shift Markets was founded in 2009, as a leader in traditional finance and the FX space. Sensing the seismic shifts taking place in the financial industry and recognizing the disruptive power of digital assets, we made it our mission to make these decentralized trends accessible to every business, from market leaders to small retailers.

Shift's continued growth has created an opportunity on our remote-based Trading Support team for an enthusiastic and tech-savvy Systems Support Specialist. This is a backend position and only qualified candidates will be considered. Qualified candidates have backend experience with trading systems. This is not an IT support job or a client-facing trading job and is not a fit for candidates with only trading experience.

The ideal candidate is excited about working with backend trading systems for FX and cryptocurrencies, is detail-oriented with a talent for problem-solving, and comfortable is communicating with C-level executives, business owners, and their supporting staff on a daily basis as well as during high-stress, emergency situations. Qualified candidates are able to work 40 hours per week on the following schedule: Thursday-Monday (Thursday, Friday, Saturday, Sunday, Monday), 9 am - 6 pm (US Eastern time), with a 1-hour break for lunch.

Responsibilities

- Being the primary point of contact for clients, including: responding promptly to all inquiries & issues across multiple business lines through approved communication channels and following up through resolution of all inquiries & issues.

- Troubleshooting and resolving or escalating issues involving: price streaming and service outages, order executions, liquidity, and trade calculations; and deposits & withdrawals.
- Trading platforms usage, including: user signups/logins, KYC submissions, and placing/canceling orders and trades.
- Helping clients and Shift's internal teams setup and configure FX & crypto exchanges and related technology stacks. This includes: adjusting pricing spread markups, trading commissions, margin-related settings, and order execution routing & rules.

Requirements

- Solid understanding of general trading knowledge; including buying/selling prices, types of orders, margins, and leverage.
- Familiarity with office, communication, and CRM tools (Excel, Skype, Slack, Zoho, etc.).
- Knowledge of FX brokerage and crypto exchange operations is a plus.
- Knowledge of MT4, MT5, or other FX and crypto trading platforms is a plus.
- Fluency in written and spoken English, with the ability to communicate effectively with clients who have limited proficiency in English.

Qualifications

- Experience with backend trading support systems is required; candidates will not be considered if they have only trading experience or user support experience.
- Experience in FX, CFDs, equities and cryptocurrency markets is strongly preferred.
- Level C2 English is required.
- Bachelor's degree is preferred.
- Qualified candidates are able to work 40 hours per week on the following schedule: Thursday-Monday (Thursday, Friday, Saturday, Sunday, Monday), 9 am - 6 pm (US Eastern time), with a 1-hour break for lunch.

This is a remote-based job which requires working 40 hours each week. This position is not intended for candidates who have only personal trading experience. Compensation is based on experience.

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