



Job Title: Technical Support Engineer

DirectBooks is evolving the primary issuance process for fixed income markets by streamlining communications workflows for underwriters and institutional investors.

Originally backed by 9 global investment banks, we have grown our user community dramatically since inception in 2020 and currently have over 300 major institutional investors actively using our platform across both the US and EMEA, facilitating significant volumes of issuance in the corporate bond markets.

You will join a global team of capital markets veterans and early-career professionals, passionate in achieving our mission, as well as forming a culture of inclusion, integrity, mutual-support, continuous learning, and work-life balance. We have offices in New York and London, and we are seeking the best talent no matter where you live.

As we scale our user community, our asset class coverage, and our global footprint we are establishing a new Level 2 Support & Market Control function to provide enhanced technical support to clients and ensure that platform operations are optimized to market conditions.

What you'll be doing:

- Support our modern cloud-based platform with hundreds of connected buy-side and sell-side financial institutions as clients
- Stand up L2 technical support practices and procedures to troubleshoot technical issues in real-time
- Construct market surveillance analysis and alerts using data analytic tools and techniques to detect anomalies in the live platform data
- Leverage and build-on modern monitoring tools such as Splunk and Datadog
- Ensure that connectivity to clients remains optimized and provide technical support for client services and internal operations teams
- Reproduce customer issues and if necessary, file bug reports, escalate to engineering with proper and detailed documentation
- Act with a sense of urgency on identified issues in all environments, with priority given to problems in the live production environment
- Build out the function and team as the platform and activity scales

What we're looking for:

- 5+ years of experience in a similar role supporting technical end users, preferably working in the Financial Services Industry within fixed income capital markets
- College Degree in Engineering, Computer Science or some other relevant discipline is preferred
- Superb communication skills to effectively manage the customer relationship
- Ability to proactively learn and understand business needs and implement solutions
- Ability to create / review system/support metrics to ensure excellence in service to our clients



- Experience in supporting multi-party communication networks
- Experience with modern cloud environments, AWS preferred
- Flexibility regarding work schedule, including occasional weekend duties
- Experience with Splunk & Datadog monitoring tools preferred

Compensation Details

- Anticipated base salary range of \$115,000 – \$150,000
- Annual performance incentive
- Equity
- Competitive benefits (health insurance, 401k, other perks)

DirectBooks provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

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For more information, contact: <mailto:talent@directbooks.com>