

Technical Support Role

Location: Remote, Australia

Chronicle Software is based in the UK, Australia, and Singapore and specializes in providing low-latency solutions to financial institutions across the globe. Our core products form a suite of software libraries and tools designed to help financial firms build distributed components which process large amounts of data quickly and efficiently. The libraries include components for messaging, data processing, trading, and event-driven applications and microservices, among others. Our software is known for its ability to handle large volumes of data with very low latency, making it a popular choice for high-frequency trading and other applications where speed is critical. In addition to our software offerings, Chronicle also provides consulting and support services to help our clients integrate solutions into their existing systems. Chronicle Software has established a strong reputation for delivering reliable, high-performance solutions to the financial services industry.

As we continue to expand in APAC, Chronicle Software is seeking an experienced support specialist to join our team as a full-time employee. The candidate will be responsible for first line support, communicating with customers and managing issues through to closure, supporting internal systems, and assisting with documentation. There will also be ample opportunity to learn about the codebase and contribute to it.

All of Chronicle's clients in this region are in financial markets and so it would be advantageous to have knowledge of trading systems and financial messaging, **particularly the FIX protocol**.

Responsibilities:

- Provide first line support by phone, email and the support portal to customers in the region
- Manage issues through to closure through careful troubleshooting, root cause analysis, and strong communication with the customer and internal resources
- Develop and maintain a strong understanding of our core software and its underlying concepts
- Contribute updates to documentation as appropriate
- Keep abreast of the latest trends in technology and software development

Requirements:

- Excellent written and verbal communication skills in English
- Experience with troubleshooting and debugging complex software systems
- Excellent problem-solving skills and attention to detail
- 3+ years IT experience
- Self learner, with an aptitude and willingness to explore new skills and ideas
- Ability to work independently as well as part of a team, and manage multiple tasks simultaneously
- Knowledge of the FIX protocol

We offer a flexible work schedule, and remote work. Sometimes it may be necessary to visit client sites.

Chronicle's website: <https://chronicle.software/>

Chronicle's open source offerings: <https://github.com/OpenHFT/>

To apply: please send your CV and Cover Letter to info@chronicle.software