

**Job title: Junior Application Support Engineer**

**Location: Cardiff / Hybrid working**

### **What is Sonovate?**

Sonovate is a lending and technology business with a clear vision: To be the premier global financing platform for the 'Future of Work'. We've created an end-to-end work pay solution to power the new working world. One that lets businesses unlock the power of flexible working, contract and freelance markets with none of the hard work or complications that come with old-school finance solutions.

We're leading a revolution and changing how businesses of all shapes and sizes access finance and support to manage their freelance workforce.

### **What we are looking for:**

We are looking for someone who is keen to kick start their career within the Fintech space, with the drive to grow their understanding of our business through supporting our flagship application.

You'll work as a leading player in our App support team, as first port of call for our production software, bringing your skills and experience to bear. From problem solving in the here and now to planning for the future, you have the genuine opportunity to release your full potential.

We have a proven record of career development within our team and providing them with the opportunities to grow in our business. App support plays an integral role as the link between technology and the wider business community, with provides you with knowledge that is vital for us to develop and utilise as you expand into specialisms within our team.

Our aim is to enable you to explore and engage with our engineering teams on a regular basis and look to provide a career path into future roles within our technology team that you may desire to explore.

### **As a Junior Application Support Engineer**

- Be part of a team of Support Engineers, self-promoting best practices, processes and standards.
- Become competent in user journeys of our flagship products, through the eyes of both our customers and internal stakeholders.
- Initially aiding to triage and address basic user journey inquiries from customers and internal stakeholders.

- Always achieving prompt, accurate and clear context customer service, with SLAs being maintained and exceeded at all times.
- An attitude towards work that encourages and guides customers towards self-service resources where possible.
- Assist in creating and updating knowledge base articles and FAQs
- Take ownership from creation to resolution of their own tickets, managing internal and external expectations within their own abilities, and seeking aid when required to achieve the desired outcome.
- Ensure accurate understanding, categorisation and prioritisation of tickets, seeking input from more senior members of the team if/when required.
- Taking the initiative to pair up with more experienced team members on more complex issue that are likely not owned by yourself initially but will aid with your continuous learning to improve technical abilities.
- Be confident and willing to feedback to your team.  
You must be comfortable in communicating potential issues or areas for improvement to the team, providing feedback on common issues to help refine support processes.
- Strive to improve customer satisfaction through effective support and solutions.
- Keep detailed records of support interactions and resolutions via our ticketing platform, to aid with future reviews of past tickets and their resolution.
- Be adaptable to the evolving needs of the support role.
- Show willingness to take on new responsibilities and challenges.

**What you'll need:**

- Strong written and verbal communication skills, able to interact and influence at all levels in the organization, able to discuss technical issues with non-technical colleagues.
- Excellent problem-solving and analytical skills, good understanding of root cause analysis tooling, and a strong desire to understand the detail.
- To be a “lifelong learner”, demonstrates a passion for gaining new skills, experience, and knowledge.
- To be a lateral thinker who displays an ability to think ahead and anticipate problems, issues and solutions.

- Cool and calm under pressure.

### **Desired skills and knowledge**

- Prior experience in a similar role.
- A problem-solving attitude.
- A details person, who isn't satisfied with resolution, unless the resolution is understood.
- A personality that integrates well within a team but can happily work independently.
- Experiencing of using JIRA Atlassian.

### **Incident management**

- Jira Service Desk
- Slack

### **What will you get in return?**

- 28 days holiday + bank holidays
- Private medical insurance with Bupa
- Employee Assistance Programme
- Techscheme with Apple and Currys PC World
- Cyclescheme
- Working with latest technologies and leading SaaS providers
- Eye care vouchers with Specsavers
- 50% discounted gym membership
- 50% off mobile apps (Calm, Duolingo, Audible, Les Mills)
- 2 days charity leave per year
- You'll work for a company that is passionate about personal development and a strong community focused culture

### **Sound interesting?**

If your answer is 'yes' and you want to learn more, check out our [Values Playbook](#) and [Behaviours](#) deck here. We know that diverse teams are strong teams. We promote a diverse, inclusive and empowering culture and are committed to recruiting, retaining and developing all our employees.

**Please note:** All successful applicants who are offered a role at Sonovate will be required to pass background screening checks before starting with us. These checks will include National ID Checks, Right to Work, Employment References, Adverse Financial History, Criminal Record,

Global Sanctions, Bankruptcy checks. Our Talent Acquisition team will be able to run you through these in detail at the early stage of your application.