

Technical Operations Specialist

Description

You will assist in being responsible for adding technical SAAS-based insight into operational tasks related to Yapily's bank integrations, monitoring and troubleshooting of customer support escalations.

Responsibilities

- Working with Customer Support and financial institutions on technical escalations related to open banking API incidents – diagnosing, triaging and troubleshooting
- Working with internal stakeholders to ensure appropriate API gateway monitoring
- Analysing customers and financial institutions behaviour to ensure the best use of our APIs and identifying the areas of improvement
- Ensuring Yapily's SLA (Service Level Agreements) targets with customers are upheld, identifying ways to improve our service delivery
- Building and maintaining relationships with external stakeholders from relevant financial institution

Qualifications

- Experience investigating API gateway or other cloud service/SAAS incidents in a B2B setting
- Using HTTP API testing tools such as Postman or cURL
- Knowledge of GCP, AWS or Softlayer environments and related tooling
- Excellent written and verbal communication skills in English
- Bachelor's degree in IT or equivalent
- Previous experience in a fast-growing Fintech/API company
- Understanding of FinTech generally, and Open Banking specifically
- Data driven; excellent time management skills, proactivity and attention to detail are important traits to have in the role

Job Benefits

- Salary €2,000 – €2,600 per month (GROSS)
- Generous level of stock options
- Enhanced Family Leave
- Healthcare Plan
- Employee referral scheme
- Career trajectory: we hire Yapsters to grow them within the business
- Flexible working options (open to discussions on work location, flexible and part time hours)
- Contribution to remote desk setup
- Team socials

Hiring organization

Yapily

Yapily is an open banking platform solving a fundamental problem that exists within financial services today: access. For years, card networks have monopolised the global movement of money, and banks have monopolised the ownership of, and access to, financial data. Yapily was founded to challenge these structures and create a global open economy that works for everyone. Yapily securely connects companies to thousands of banks, enabling them to access data, initiate payments, and embed the power of open banking into their products and services. 100% focused on building infrastructure and tools instead of apps at the product layer, Yapily is a true technology enabler allowing its customers' products to take centre stage. Yapily's customers range from disruptive fintechs to big banks and financial institutions across Europe, operating in a number of verticals including Payments, Lending, and Accounting and Bookkeeping. Yapily has raised \$69.4M in funding to date, employs over 200 people worldwide, and continues to grow across Europe. For more information, visit yapily.com or its presence on LinkedIn and Twitter.

Employment Type

Full-time

Job Location

Vilnius, Vilniaus, Lithuania

Date posted

November 1, 2022

APPLY