

Job Description: Application Engineer, NovaSparks

NovaSparks is the leader in FPGA-based high-performance and ultra-low latency market data solutions for the financial industry. NovaSparks unique FPGA approach delivers sub microsecond processing latency including book building, even during market peak periods. Available for 70 feeds among the major Equities, Futures and Options venues across North America, Europe and Asia, the feed handlers are packaged in easy-to-deploy appliances offering an extensive fan-out capability for downstream market data distribution. Feed Handlers can also be deployed in a standalone PCIe card that can be installed in any trading server. This PCIe Card is the basic block of the NovaSparks open FPGA development platform, used for designing custom products such as feed consolidators, basket calculators, trading strategies execution, order injectors, risk checker.

NovaSparks offers a true small-company environment with passionate and very knowledgeable people. You will be able to directly witness your personal impacts on the business and be rewarded accordingly.

We are seeking an Application Engineer to support our growth in North America. You will be working with the Application Engineering team to support our North American customers in addition to interfacing with our engineering team based in France.

Primary Duties and Responsibilities:

- Assist prospects/customers during initial product deployment: configuration of the appliance, loading of the software on the servers, initial training, and more.
- Serve as the primary technical point of contact for customers. This includes performing tasks such as gathering and analyzing incidents to identify root cause of the problem and providing in-depth technical support.
- Support and assist customers in their development using and integrating the NovaSparks C++ API with market data and trading applications.
- Develop, test, maintain and support a library of scripts to assist customers in configuration, monitoring and troubleshooting of the appliance and surrounding systems.
- Design and document processes related to customer support, test and acceptance processes. Write customer facing support documentation.
- Identify potential enhancements and strategic direction to the NovaSparks product portfolio.
- Work with the sales team to market, promote and sell NovaSparks products; participate in marketing events to promote NovaSparks brand.
- Keep track of the latest market data business, systems updates, and processing technology by reading industry specific web sites, documents and participating/attending exhibitions and conferences.

Knowledge, Skills, and Abilities:

- Ability to grasp new products and concepts quickly and thoroughly
- Ability to manage all aspects of the technical interaction with customers and prospects
- Strong experience with troubleshooting systems and applications in complex environments
- Ability to work independently and self-manage competing priorities
- Excellent verbal and written communication skills. Ability to effectively communicate technical information to both technical and non-technical personnel, and to communicate and advise others on issues that are complex and/or sensitive in nature
- Desire to learn, dig into technical details and apply new skills quickly
- Excellent attention to detail while working on several projects at once

Technical Knowledge:

- Strong understanding and experience of Linux, Scripting languages and C/C++.
- Strong understanding of networking (multicast, TCP/UDP, routing...).
- Experience with software or hardware development lifecycle
- Understanding of operating systems internals including kernel fundamentals
- Experience working within the financial/trading industry preferred
- Experience with low latency market data feed protocols (ITCH, XDP...), order execution protocols, ticker plant technology and API (such as Thomson Reuters, Activ, WOMBAT, Exegy...) preferred

Qualifications:

- At least 3-years' experience working in a technology function in a customer-facing role
- At least 2-years' development experience
- Bachelor's degree in Computer Science, Electrical Engineering, or other related fields

Other

- Travel: 5%
- Location: New York City

Compensation and benefits

- Competitive base salary
- Bonus based on sales revenue net increase
- Comprehensive benefits package

Applicant must be eligible for employment in the United States and must not now and/or in the future require visa sponsorship for employment authorization.

NovaSparks is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Email: jobs@novasparks.com