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 75 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. NovaSparks' feed handlers can also be deployed in a standalone PCIe card that can be installed in any trading server. The PCIe card form factor 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, and risk checkers.

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

We are seeking an Application Engineer to support our growth in Europe and Asia. Specifically, we are looking for a candidate with a strong background in operating systems and kernel fundamentals. You will be based in New York City as part of our engineering team there, and work with the Application Engineering team in France to support our customers' world-wide deployment.

Primary Duties and Responsibilities:
- Serve as the primary technical point of contact for customers. This includes performing tasks such as analyzing incidents to identify the root cause of the problem and providing in-depth technical expertise for a resolution.
- Collaborate with developers on projects from conception to QA/verification. Develop application documentation for customer-specific projects.
- Assist customers during initial product deployment: configuration of the hardware, loading of the software on the servers, initial training, and more.
- Support and assist customers in their development using and integrating the NovaSparks C++ API with market data and trading applications.
- Design and document processes related to customer support.
- Develop, test, maintain, and support a library of scripts to assist customers in configuration, monitoring and troubleshooting of the appliance.
- Improve existing monitoring and verification infrastructure in our labs.
- Identify potential enhancements and strategic directions for the NovaSparks product portfolio.
- Collaborate with and support Sales and Marketing teams, stay up to date with the latest milestones in the market data business, system updates, and technological processes by following industry specific websites, documents, and attending trading conferences.

Knowledge, Skills, and Abilities:
- Strong experience with troubleshooting systems and applications in complex environments.
- Excellent attention to detail while working on several projects at once.
- Ability to manage all aspects of the technical interaction with customers and prospects.
- Ability to work independently and self-manage competing priorities.
- Excellent verbal and written communication skills in English language. Ability to effectively communicate technical information to both technical and non-technical audiences.
- Desire to learn, dig into technical details and apply new skills quickly.

Technical Knowledge:

- Strong understanding and experience of Linux, C/C++, and scripting languages (e.g. Python).
- Strong understanding of operating systems internals including kernel fundamentals.
- Strong understanding of networking (e.g. multicast, TCP/UDP, routing).
- Experience with software or hardware development lifecycle.
- Experience working within the financial/trading industry preferred.
- Experience with low latency market data feed protocols (ITCH, XDP…), order execution protocols, ticker plant technology desired.

Desired Qualifications:

- At least 1 year of development experience.
- At least 1 year of experience working in a technology function in a customer-facing role.
- Bachelor's degree in Electrical Engineering, Computer Science, or related fields.

Other:

- Location: New York, NY
- Travel: 5%
- Alternate Location: Paris, France (up to 5%)

Contact:
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