

## Field Application Engineer, New York, USA

<b>Position</b>	Field Application Engineer
<b>Location</b>	225 W, 35th St. Suite 1204, New York City (10001)
<b>Manager</b>	<a href="#">@Predrag Filipovic</a>
<b>Employment</b>	Full time
<b>Compensation</b>	Commensurate with experience and qualifications

### About NOVASPARKS

NovaSparks is the leader in FPGA-based high-performance and ultra-low latency trading solutions for the financial markets. NovaTick™, its flagship Ticker Plant product, supports 75 feeds across the major Equities, Futures and Options trading venues in North America, Europe and Asia. NovaSparks scalable and deterministic feed handlers deliver normalized market data, including order book building and multi-feed consolidation with sub microsecond processing latency, even during market peaks period. Founded in 2008 and backed by well-established investors, the company is headquartered in Paris (France), New York City (USA) and has offices in London (UK), Nantes (France), Athens (Greece) and Bangkok (Thailand).

### Job Description

We are seeking an Application Engineer to support our growth in North America. 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 teams in France and Asia-Pacific to support our customers' world-wide deployments.

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.
- Support Sales and Marketing teams efforts, identify customer and market needs NovaSparks can address.

- 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.
- Design and document processes related to customer support.
- Develop, test, maintain, and support software tools 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.
- 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.

You will be based in New York City office, reporting to a Director of Application Engineering. Assignments outside NYC office are “per-need” (customers) and for scheduled NovaSparks events: conferences, trade shows, training (Paris). The total amount of travel is 5-10%.

## Requirements

### **General :**

- Experience with troubleshooting systems and applications in complex environments.
- 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 and 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 qualifications :**

- Strong understanding and experience of Linux, C/C++, and scripting languages (e.g. Python).
- Experience with FPGA design preferred.
- Strong understanding of operating systems internals including kernel fundamentals.
- Strong understanding of networking (e.g. multicast, TCP/UDP, routing).

- Experience with software / hardware / FPGA 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.

**Other requirements:**

- 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.