



Department: Human Resources & Recruitment
Job Description: Integration and Support Specialists
Location: Byron Bay
Date: August 2020

Summary

We are currently seeking an experienced and highly motivated **“Integration & Support specialist”** to join our team based in Byron Bay. This is a steppingstone to greater things within the dev team of a fast growing Fintech.

Details

Split Payment is searching for a technically minded individual with great written and verbal communication skills. You will be a vital team player whom can effectively communicate with external customers and aid with their integration support requests. You successfully finished your studies in programming, a bootcamp or had the chance to gain some practical experience in coding. We thrive towards a respectful, proactive, supportive and collaborative culture and are looking for a team player to join our well-established team in Byron Bay.

Key Responsibilities

- Identify bug and performance issues
- Analyze data and proactively identify issues and their requirements
- Provide customer integration support via Intercom and occasional voice/video calls
- Write and organise required documentation
- Provide insight and advice to key stakeholders

Essential Skills

- Min. 1 year practical experience and understanding of coding principles
- Highly attentive to detail (nothing is too small to notice or correct)
- Excellent written and verbal communication

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Desirable Skills

- Knowledge of Ruby, JavaScript, Git, CSS, HTML or similar
- Previous experience with Intercom customer platform and / or Asana
- Work well in a team but can also work autonomously
- Organised and efficient work ethic

What's on offer?

- Attractive salary package
- Based in beautiful Byron Bay in a brand-new open plan office
- An extraordinary supportive culture with career growth potential and flexibility
- Great employment benefits and working situation

How to Apply

To apply for this role please email your updated CV to Sarah Wagner at sarah@splitpayments.com.au. Please include a detailed cover letter highlighting your suitability for this role and match the requirements to your previous experience.



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jobs@splitpayments.com.au | splitpayments.com.au