



Department: Human Resources & Recruitment
Job Description: Integration and Support Specialists
Location: Byron Bay/Remote
Date: March 2019

Summary

Is support second nature to you? We're seeking capable and talented individuals to take on an integration and support role with flexible hours. This is a stepping stone to greater things within the dev team of a fast growing fintech.

Details

Split Payments are 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 customers and aid with their integration support requests.

This support role is perfect if you're looking for a few hours of work per week between the hours of 8:00 and 17:00. There are no fixed required min/max hours. Simply ensure you are signed in to our support app to handle the odd support request or improve some docs.

Split at a glance

- A single app, with a large pipeline of new integrating clients.
- Stack snapshot: Rails, RSpec, PostgreSQL, Redis, Puma, Yarn, Webpack, AWS.
- Process management: Asana, GitHub.
- TDD with 100% coverage (according to Simplecov).
- We ❤️ code reviews.

Key Responsibilities

- Provide customer integration support.
- Write and organise documentation.
- Provide insight and advice to other key stakeholders.
- Continually consider the product from both a holistic and specific view point.

SPLIT 

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

Required Skills

- Practical experience and understanding of coding principles.
- Highly attentive to detail (nothing is too small to notice or correct).
- Excellent written and verbal communication.
- Knowledge of Intercom customer platform and asana.

Bonus Skills

- Knowledge of Ruby, JavaScript and Git.
- Comfortable with CSS, HTML and associated front end technologies.
- Ability to produce visually pleasing material (UI, docs, etc...)

Personal Attributes

- Be assiduous.
- Be honest and trustworthy.
- Be respectful.
- Be flexible.
- Be proactive.
- Possess cultural awareness and sensitivity.
- Demonstrate sound work ethics.

What's on offer?

- Salary package commensurate with experience.
- Contract role on offer with hourly rates and flexible timing.
- Remote friendly
- Great employment benefits and working situation (remote friendly).
- Rapid career advancement opportunities for the right candidate.
- Read more about our approach at www.splitpayments.com.au/careers.

To Apply

To apply for this role please email your CV to jobs@splitpayments.com.au. It is vital that you include a cover letter explaining why you are suited to this role.

About Split Payments

Australia's First Open Banking Payments Platform, Split Payments seamlessly connects businesses and consumers directly with the Australian banking system – creating an entirely new approach to direct entry banking. We've created an Open Banking API that makes bank transfers faster, more visible and easier to manage than card payments – but with significantly lower transaction costs. When you combine this with sophisticated features including Direct Debit Consent Management and Instant Account Verification, the possibilities are endless.

Our mission is to reimagine global banking infrastructures through deep tech innovation and create a new era of digital banking.

