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HotForex is an award winning forex and commodities broker providing trading services and facilities to both retail and institutional clients. Operating under the brand name “HotForex”, HF Markets Europe Ltd. is authorized and regulated by the Cyprus Securities and Exchange Commission (CySEC) and the Company holds a Cyprus Investment Firm license with number 183/12 and may freely provide cross-border services in other Member States and Countries.

Position: **Technical Support Analyst** Department: **I.T. Services** Reports To: **Software Developer Team Leader**

RESPONSIBILITIES & DUTIES

- Handling incoming contact from the client and colleagues via internal ticketing system
- First contact fix of incidents
- Resolution of standard request types in a timely manner
- Logging of incidents / requests in the support ticketing system
- Categorise incidents with respect to their severity and urgency
- Management of 1st Line queue and personal queue of outstanding incidents and requests in priority order
- Escalate issues where the ticket / request is not 1st line responsibility to the relevant department
- Carries out any further duties assigned by their line manager
- Contributes to a positive and dynamic working environment

REQUIREMENTS

- BSc in Computer Science or relevant field.
- Object Oriented Background
- Database Development Background
- HTML, CSS, JavaScript Background
- C/C++ / Java / C# / Python
- Able to work in a fast paced environment.

BENEFITS

A very competitive remuneration and benefits package is offered to all successful candidates including 13th salary and medical insurance, in addition to the opportunity to work within an exciting and engaging work environment where you will be given the tools and guidance to reach your full potential.

Applications must be made through our careers webpage: www.hfeu.com/careers
All applications will be treated as confidential.