

## Application Support Technician

**Location: Battersea, London**

**£25-30K per annum** dependent on experience plus performance-related bonus, healthcare/life insurance and income protection cover.

Liv-ex (The London International Vintners Exchange) operates the global marketplace for fine wine. Our goal is to make fine wine trading more transparent, efficient and safe for the benefit of our members and the market as a whole. The culture of the company is hard working, committed yet informal, energetic and action oriented. Liv-ex is the reference for fine wine prices, valuations and other market data, including the Liv-ex Fine Wine 100 Index (the industry's benchmark). The business offers its services from a web-based platform and a family of APIs at [www.liv-ex.com](http://www.liv-ex.com).

### Role

Liv-ex is transforming from a traditional website-centric business to one that services its customers through APIs and SDKs, enabling third party developers and end-users to build value-add services, improving efficiency, reducing risk and increasing transparency. A new role exists to support the sales and product teams to engage on a technical level with customers and developers. Providing support to customers and developers pre and post-sale. There will also be the opportunity to build on your knowledge about wine and how the wine market works. You will be an important member of a small technical sales team, working alongside colleagues on the sales, marketing and product development teams. The role combines regular activities and ad-hoc projects around the responsibilities below.

### Key Responsibilities

This role involves using your technical knowledge and excellent communication skills to provide advice and support regarding Liv-ex APIs, SDKs and other services, both internally and to our external customers. You will be expected to take the initiative with your key responsibility and to pro-actively engage with the relevant teams in the business to ensure that you can deliver your responsibilities.

- Problem solve and respond to a wide range of customer queries, including advice around how Liv-ex APIs can help meet our customers' needs, support with setting up test environments and integration with other systems
- Promptly resolve any technical problems or errors our customers may come across with regards to Liv-ex APIs, SDKs and other services

- Attend customer meetings with the sales team to provide technical support, answering any customer queries that may come up
- Creating and monitoring test environments for developers and end-users
- Measuring and reporting on customer and developer activity with respect to their API and SDK services
- Supporting and presenting at developer workshops on aspects of Liv-ex's technical roadmap
- Working with the Product Team to UAT new APIs and SDKs

## **Key Stakeholders**

You will report to the Director of Data and Web Services, but your functional work will involve day to day liaison with the following:

- Product Managers
- Account Managers
- Data Operations

## **Knowledge, Skills and Experience**

### *Essential*

- BA/BSc in a relevant subject or equivalent real-world experience
- Strong knowledge of APIs and SDKs and how to build with them
- Experience with ERP and Ecommerce systems such as Navision, NetSuite, SAP
- Experience with website content management or ecommerce systems such as Shopify, WooCommerce, WordPress, etc.
- Excellent interpersonal and team working skills
- Analytical, creative and innovative approach to solving problems
- Fluent in English, both technical and conversational

### *Desirable*

- Familiarity with analytics tools on Amazon Web Services
- Other qualifications related to wine, data or other relevant technical skills
- A keen interest in wine

To apply, please send a copy of your CV plus a short expression of interest as well as current and expected remuneration package to our HR team at [Chloe.Pearson@strattonhr.co.uk](mailto:Chloe.Pearson@strattonhr.co.uk)