LIV|EX
THE FINE WINE MARKET

Technical Sales Engineer

Location: Battersea, London

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.

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

You will be expected to take the initiative with your key responsibilities and to pro-actively engage with the relevant teams in the business to ensure that you can deliver your responsibilities.

- Use your technical knowledge and communications skills to provide advice and support for Liv-ex APIs, SDKs and other services
- Answering customer queries and resolving customer technical problems
- Attend customer meetings with the sales team to provide technical support
- 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 with 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 workings 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

Remuneration:

Competitive salary. There is likely to be a bonus based on company performance. BUPA/ life/ income protection cover.

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