

Software Engineer - Crypto/Payments

Responsibilities

Integrate our financial systems with blockchain currencies and banks

Integration of user-facing elements developed by front-end developers with server side logic

Writing reusable, testable, and efficient code

Design and implementation of low-latency, high-availability, and performing applications

Implementation of security and data protection

Integration of data storage solutions

Write highly scalable, high volume services

Requirements

3-5 years of experience as a backend developer

Experience with Blockchain daemons such as Bitcoin, Litecoin or Parity

Strong proficiency with Node.js and various frameworks

Understanding the nature of asynchronous programming and its quirks and workarounds

Understanding accessibility and security compliance

User authentication and authorization between multiple systems, servers, and environments

Integration of multiple data sources and databases into one system

Understanding fundamental design principles behind a scalable application

Understanding differences between multiple delivery platforms, such as mobile vs. desktop and optimizing output to match the specific platform

Creating database schemas that represent and support business processes

Implementing automated testing platforms and unit tests

Proficient understanding of code versioning tools, such as Git

Experience with other languages such as: C++, Java, or GoLang

Desire to make the best trading platform out there

Strong passion for Bitcoin and other cryptocurrencies

Customer Success Specialist

Responsibilities

Master Civic's product capabilities and serve as the subject matter expert within the support team

Respond to escalated customer issues, comments and questions in a professional and timely manner

Provide support to user questions raised via several social media and online channels including Telegram, Reddit, Twitter, etc.

Collaborate with Product, Engineering and Marketing teams to identify critical issues and bugs, drive customer issue to resolution, and support new product launches

Leverage the Voice of the Customer to influence the product roadmap through the product team

Participate in testing of new and updated products and provide feedback

Write articles and maintain support knowledge base

Requirements

2-4 years in customer support role, preferably in Blockchain or high-tech industry

Knowledge of Blockchain technology and cryptocurrency industry preferred

Self-starter who thrives under ambiguity in a fast-paced, deadline oriented environment

Proven track record supporting customers with demonstrated ability to understand technical concepts, problem analysis and deliver positive results for customers

Excellent verbal, written, and interpersonal skills

Familiarity with Support Ticket and Knowledgebase Systems

Hands on experience with social media management for brands