

Job Title: Junior Application Support Engineer

Location: Cardiff (Hybrid working)

About Sonovate

Sonovate is a lending and technology company with a clear vision: to be The Funding Platform for the Future of Work. Our embedded payment solution empowers the new world of work. By offering flexible payments, it lets recruiters, consultants, and labour marketplaces place contractors and freelancers to unlock their cashflow to capitalise on the opportunities that flexible working provides. This means our customers can draw funds as and when they need them to pay their workers while waiting for end clients to pay them on their own terms.

Role Overview:

We are looking for a candidate who wants to kickstart their career in the FinTech space.

You will be a pivotal member of our Application Support team, who are responsible for ensuring our technology runs smoothly for colleagues, customers, and the thousands of contractors who utilise our software every day.

A Junior App Support Engineer is responsible for using their developing technical skills to respond to and resolve technical queries, while also supporting key business processes. You will work both autonomously and collaboratively within the team, interacting with technical and non-technical individuals. The desire to learn how to explain complex ideas in clear, simple terms is crucial.

We have a proven record of career development within the team. Our aim is to provide you with regular opportunities to engage with our Engineering teams, helping you build confidence, expand your skills, and discover your future career path within our wider Technology teams: Software Development, Data Analytics, Product Development & Ownership, and Product Service Management

Key Responsibilities

- Work as part of our amazing Application Support team, following best practices and processes.
- Support users across our flagship products for both customers and internal stakeholders.
- Triage and resolve support tickets, taking ownership from creation through to resolution and escalating when needed.
- Deliver clear, accurate, and timely customer support, meeting or exceeding SLAs and guiding users towards self-service resources where appropriate.
- Collaborate with experienced Engineering team members on complex issues to support continuous learning and skill development.
- Contribute to knowledge base articles and FAQ documents.
- Communicate effectively with the team, actively contribute in wider discussions, and identify recurring issues and long-term solutions.

- Remain adaptable and open to new responsibilities as the role and platform evolve.

What you'll need

- Strong written and verbal communication skills, able to interact and influence at all levels in the organisation, able to discuss technical issues with non-technical colleagues
- An excellent attitude towards problem-solving, good understanding of root cause analysis tooling, and a strong desire to understand the detail.
- To be a “lifelong learner”, demonstrates a passion for gaining new skills, experience, and knowledge.
- Prior experience in a similar role (optional).
- A personality that integrates well within a team, but can happily work independently.
- Experiencing of using Jira Service Management (optional)

What will you get in return?

- 28 days holiday + bank holidays
- Private medical insurance with Bupa
- Employee Assistance Programme
- Techscheme with Apple and Currys PC World
- Cyclescheme
- Working with latest technologies and leading SaaS providers
- Eye care vouchers with Specsavers
- 50% discounted gym membership
- 50% off mobile apps (Calm, Duolingo, Audible, Les Mills)
- 2 days charity leave per year
- You'll work for a company that is passionate about personal development and a strong community focused culture

Sound interesting?

If your answer is 'yes' then click apply to find out more!

If you require any reasonable adjustments to support you during the interview process, please let our Talent Acquisition Partner (Alex Morrell) know and we'd be happy to help!

We know that diverse teams are strong teams. We promote a diverse, inclusive and empowering culture and are committed to recruiting, retaining and developing all our employees

Please note: All successful applicants who are offered a role at Sonovate will be required to pass background screening checks before starting with us. These checks will include National ID Checks, Right to Work, Employment References, Adverse Financial History, Criminal Record,

Global Sanctions, Bankruptcy checks. Our Talent Acquisition team will be able to run you through these in detail at the early stage of your application