

DIGITAL PLATFORM OPERATIONS

LUXHUB is a fintech of 35+ people operating as a regulated entity (Support PFS & Payment Institution).

Our solutions help clients navigate complex regulatory payments related frameworks and deploy innovative technologies. All our products and services operate within highly regulated environments, requiring precision, reliability, and deep domain expertise.

& TECHNICAL SUPPORT ENGINEER

We are looking for a Platform Operations & Technical Support Engineer who combines technical expertise, operational excellence, and leadership to help deliver a reliable and seamless experience to our customers. Working at the intersection of customer support and platform operations, you will tackle complex technical challenges, drive issue resolution, and contribute to the reliability of our digital solutions.



THE POSITION

In this role, you will act as the primary Level 2 escalation point for our customer-facing digital platforms, investigating technical issues, troubleshooting complex configurations, and driving incidents through to resolution.

You will also oversee daily platform operations, helping to ensure the availability, performance, and reliability of our production environment. Alongside the Head of Client Operations, you will contribute to team organization, coach team members, and foster a culture of ownership, collaboration, and continuous improvement. You will work closely with Client Services and partner with Architecture, DevOps, Infrastructure, and Development teams to enhance platform reliability and deliver an outstanding customer experience.

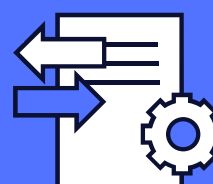
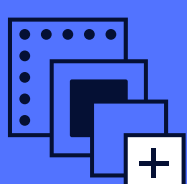
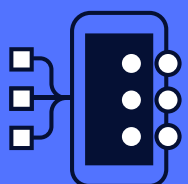
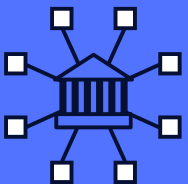
This role is ideal for someone who enjoys solving complex technical problems, takes ownership from investigation through resolution, and thrives in an environment where reliability, service quality, and customer satisfaction are critical.

This role aims at:

- **Provide operational support** for multiple business-critical software applications and digital services.
- **Ensure the availability, reliability, and performance** of our production environments.
- **Drive incident management**, root cause analysis, and continuous service improvement.
- **Improve platform scalability**, operational efficiency, and time-to-market through automation and collaboration.
- **Lead, coach, and coordinate** a team of IT Operations Specialists.
- **Promote operational excellence**, knowledge sharing, and continuous improvement across the team.

KEY RESPONSIBILITIES

- **Organize and coordinate team activities**, ensuring effective prioritization and balanced workload distribution
- **Lead, coach, and support team members** in their day-to-day activities and professional development
- **Act as the primary Level 2 escalation point** for customer-facing incidents and technical issues
- **Coordinate incident response**, perform root cause analysis, and drive corrective actions
- **Participate in the on-call rotation** and help maintain high service availability
- **Monitor platform health, performance, and reliability** using observability and monitoring tools
- **Analyse system and application metrics** to support troubleshooting, performance tuning, and capacity planning
- **Identify operational risks and opportunities** for improvement, and implement appropriate solutions
- **Contribute to platform evolution**, infrastructure planning, and operational governance
- **Enhance monitoring, alerting, logging, and automation capabilities**
- **Collaborate** with Architecture, Development, DevOps, and Infrastructure teams to improve reliability and delivery processes
- **Contribute to the definition and tracking of service-level objectives and operational KPIs**



REQUIREMENTS

- Bachelor's degree (or higher) in Computer Science, Information Technology, Engineering, or a related field.
- 2–5 years of experience in technical support, IT operations, platform operations, SRE, or a similar role.
- Experience operating and supporting production environments, including incident management and troubleshooting.
- Hands-on experience with Linux, networking protocols (TCP/IP, HTTP), security technologies (SSL/TLS, OAuth2), CI/CD tools (GitLab, Ansible, Terraform), Kubernetes, ELK, SQL and NoSQL databases, and REST APIs.
- Experience with monitoring, observability, and operational support tools.
- Ability to script or develop solutions using languages such as Python, Java, or JavaScript.
- Knowledge of AWS and/or Azure, API Gateways, and Apache Kafka is considered an asset.
- Strong analytical, troubleshooting, and problem-solving skills.
- Customer-oriented mindset with excellent communication skills.
- Knowledge of Open Banking would be a strong advantage.
- Fluent in English and French; additional languages are considered an asset.
- Autonomous, adaptable, and collaborative, with a strong sense of ownership and accountability.
- Comfortable working in a dynamic environment with an entrepreneurial mindset.

If you are interested in working in a start-up environment, facing new challenges everyday together with a highly motivated team, please send your application with detailed curriculum vitae to “jobs@luxhub.com” – reference “Digital Platform Operations & Technical Support Engineer”.



Please note that during the last final step of our selection process, we will ask you to provide us with the bulletin number 3 of your Luxembourgish criminal record and with the equivalent from your countries of residence in the last 5 years (if applicable).

You are hereby informed that LUXHUB will process your personal data within the context of the recruitment process when you answer to one of our job offers or send us an application spontaneously. LUXHUB is in this context acting as data controller and your personal data will be disclosed internally with the relevant persons involved in the recruitment process. In order to verify the accuracy of the information provided, LUXHUB may perform checks based on professional related information available on public websites. LUXHUB will store your personal data for a period of up to six (6) months from the date of closure of the recruitment process. If you want to exercise your data subject access rights, please contact us at dataprotection@luxhub.com or LUXHUB, Attn. DPO, 153-155D Rue du Kiem, L-8030 Strassen. In accordance with applicable data protection legislation, you also have the right to lodge a complaint with the CNPD.