

IT OPERATIONS MANAGER

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.

As a fast-growing company, we do need YOU to support our development. We are expanding our team with skilled, motivated, open-minded entrepreneurial people, and are now looking for an exceptional IT OPERATIONS MANAGER.

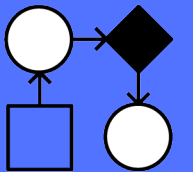


THE POSITION

You will join a rapidly expanding team of 35+ across all departments, with a high level of skill, motivation, openness and entrepreneurial spirit. LUXHUB is a diverse, international company, with 13 different nationalities already represented across the workforce.

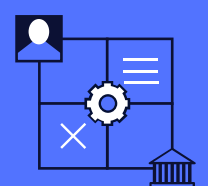
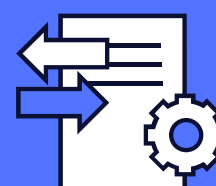
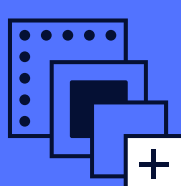
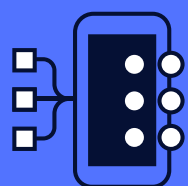
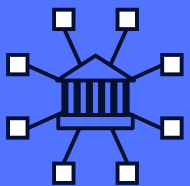
This role aims at:

- **Running the production environment** by monitoring availability and taking a holistic view of system health
- **Providing primary operational support and engineering** for multiple software applications
- **Measuring and optimizing system performance**, with an eye toward pushing our capabilities forward, getting ahead of customer needs, and innovating for continual improvement
- **Improving reliability, quality, and time-to-market** of our suite of software solutions
- **Coaching and coordinating the work of fellow IT Operations specialists** under the responsibility of the Head of Client Operations.



KEY RESPONSIBILITIES

- **Organize the activities of the team**, the distribution of the intervention tickets and make sure the workload is balanced
- **Manage and coach teammates** to perform activities with efficiency and effectiveness
- **Gather and analyze metrics from operating systems** as well as applications to assist in performance tuning and fault finding
- **Troubleshoot and resolve incident**, take part in on-call rotation
- **Participate in system design consulting**, platform management, and capacity planning
- **Partner with development teams to improve services** through rigorous testing and release procedures
- **Create sustainable systems and services** through automation and uplifts
- **Balance feature development speed and reliability** with well-defined service-level objectives



REQUIREMENTS

- **Bachelor's degree (or higher) in Computer Science** or similar field
- **2-5 years of experience** in a similar role and with a similar seniority level
- Previous Experience working and developing with **Linux, Networking (TCP/IP, HTTP), Security protocols and frameworks (SSL/TLS, OAuth2), CI/CD Tools (Gitlab, Ansible, Terraform), Kubernetes, ELK, SQL and NoSQL databases, REST APIs**
- **Ability to program** (using one or more high-level languages, such as Python, Java, JavaScript)
- Knowledge of **Public Cloud (AWS or Azure), API Gateways** and Apache Kafka is considered an additional asset
- **Proactive approach to identifying problems, performance bottlenecks, and areas for improvement.**
- **Open Banking Knowledge** would be considered an asset
- **Fluency in English and French.** Additional languages would be considered as an asset.
- **You are autonomous, flexible, enthusiast and team player**
- **Comfortable within a start-up environment, with a demonstrated entrepreneurial spirit**

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 “IT Operations Manager”.



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.