



Application Support Analyst at Lendahand

Function	Application Support Analyst (fulltime)
Start date	As soon as possible
Location	Rotterdam (right next to Central Station), the Netherlands
About us	<p>Lendahand is a small, fast-growing social fintech. We run two online impact investing platforms that allow individuals and institutions to create impact in emerging markets while earning a decent financial return on investment. Through our platforms, people can provide debt funding to non-bank financial institutions and fin-techs in +- 20 emerging countries such as the Uganda, Mozambique, Georgia, and Colombia or to renewable energy companies, mostly active in Sub Sahara Africa.</p> <p>As a fintech company, we are part of the revolution that is reshaping the banking- and investment management landscape. Lendahand has found market fit and is in the scale up phase. Three years ago, we raised €10,000 per month, at the moment that is well over €1,500,000 per month. We expect to continue this steep growth curve, which translates into €35 million in new investments in 2019!</p> <p>The Lendahand team consists of +-13 people. Some call themselves <i>the experienced ones</i>, and some <i>team young gods</i> (we leave it up to you to which group you think you belong). Together we form a dynamic and high achieving team that gets things done and is having fun while doing so.</p>
What we look for	<p>The DevOps team is in need of a new member. We develop and support our public facing website and internal web app in house. We have a solid cloud based infrastructure in place with modern error monitoring and logging tools to catch and resolve errors before our customers notice them.</p> <p>We like to work with modern technologies and remain aware of latest web technology to help us get better. We are doing well, but have grown enough that we need to expand our team.</p> <p>As Application Support Analyst you will play a key role in ensuring a high quality of service in our daily operations. You have a knack for understanding systems. We won't ask you to write code, but you are able to read a stack trace.</p> <p>Your responsibilities:</p> <ul style="list-style-type: none"> • You are a point of contact for our internal users (your other colleagues), first line support and service providers. This means you can translate user issues to technical specifications and vice versa. • Prioritize, follow up and take ownership of occurring incidents. • Pro-actively monitor and troubleshoot our applications with the help of modern tooling. • Provide solutions for recurring incidents • Assist in testing and upgrading of the Lendahand applications on our staging and production environments. • Create and maintain documentation for internal publication.
About you	<ul style="list-style-type: none"> • WO or HBO degree or thinking level. • 2+ years of experience in Technical Support or related experience • Strong analytical and problem-solving skills. • Good verbal and written communication skills. • Team player with the desire and capability to step in as needed to ensure the achievement of the company's highly ambitious goals.

Benefits	<ul style="list-style-type: none">• Cash salary: it's not the jackpot, but it's OK• A cool environment with a steep learning curve• Unlimited coffee, free lunches and fun facts during lunch• Change the world, nothing less
If interested, please contact	Dinand Mentink (Web Cowboy) E: dinand.mentink@lendahand.com