

# Application Support Manager – Job Description



## **About FSB Technology**

FSB was founded in 2007 by sports betting veterans who understood that consumer demand, live betting, smartphone penetration and evolving European gaming regulations would fundamentally change the operations behind a modern betting and gaming service. The founders of both Sportingbet and Betfair backed the business, and they've since become the industry's tech leader. Over the past decade, FSB have refined their technology and now offer the most customisable, efficient and reliable omnichannel sports betting platform – complete with tools that help you drive revenue, reduce operating costs and maximise marketing ROI.

## **The Role**

FSB is forming a new Application Support team within Technology that is responsible for a wide range of software improvements and bug fixes with a strong focus on operational support. The team will resolve production software issues and coordinate with IT Support (Operations) and the Front End / Back End development teams (Technology). In order to provide full-stack support, the team will have the skills necessary to oversee both the Front End and Back End codebase. A successful Application Support team will help ensure that the Front End / Back End development teams see minimal disruption from operational issues and can keep focused on meeting their software development deadlines.

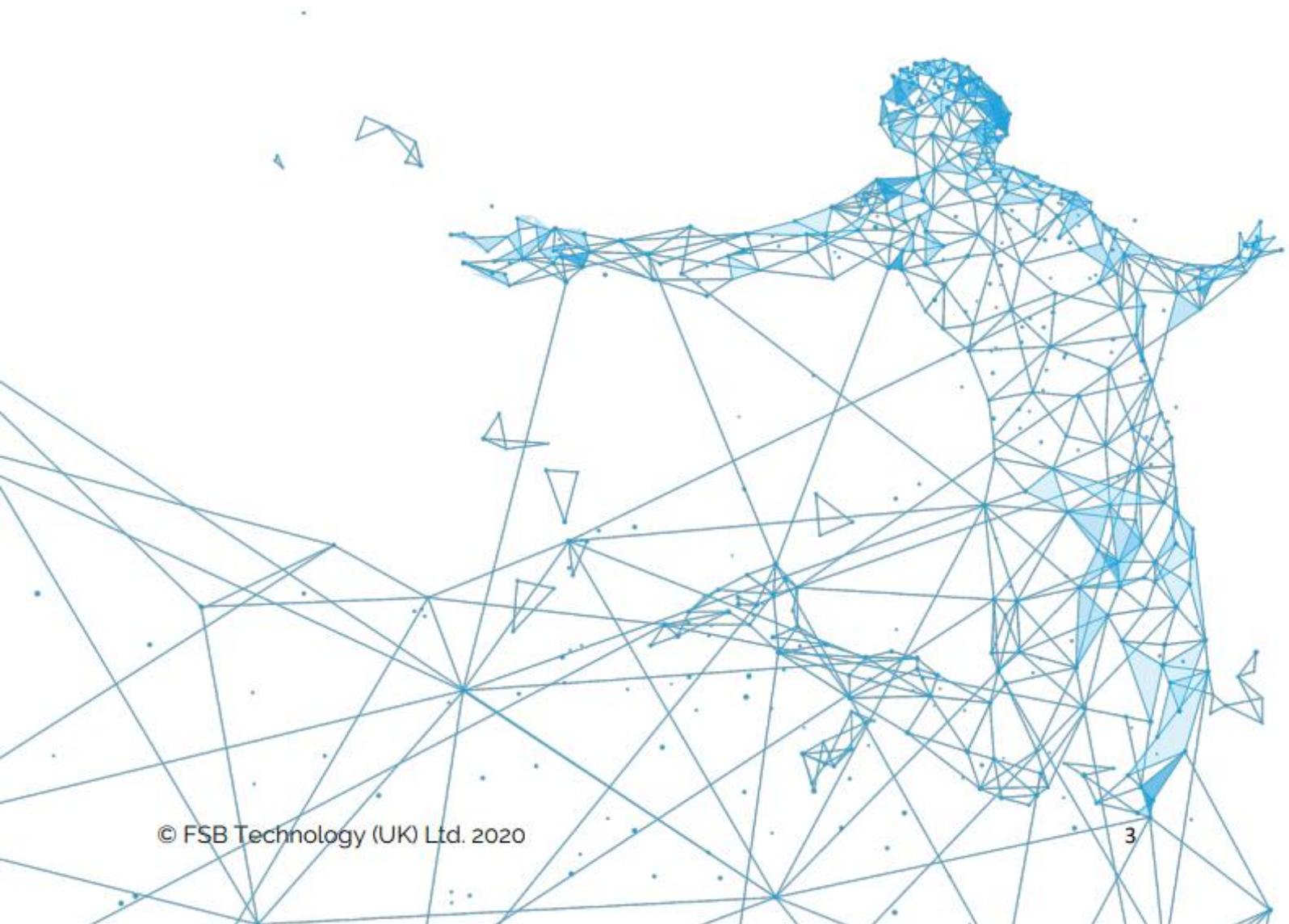
## **Responsibilities**

- Manage a team of 3/4 software developers covering a range of both front end (JavaScript) and back end (Java) technologies.
- Prioritise, identify and resolve issues in FSB's platform software raised by IT Support.
- Proactively monitor production code to ensure stability and efficiency.
- Work closely with Front End and Back End development teams to resolve significant issues and help ensure platform releases cause minimal disruption.
- Report performance metrics for key transactional processes (e.g. payments, bet placement).
- Undertake regular volume testing and provide detailed capacity forecasting.

## **Skills**

- Good working knowledge of Java (J2SE, Enterprise)

- Good working knowledge of JavaScript, including framework (e.g. BackboneJS, React, Angular)
- Detailed knowledge of internet protocols and standards
- Understanding of a wide range of DevOps / SysAdmin tools (network, hosting, build, deploy, shell)
- Excellent organisation skills
- Excellent written and verbal communication skills



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