

## | The Role

We are looking for a Support Engineer to join our team to provide technical support for client issues and for internal support requests.

The role is extremely varied and would include monitoring our cloud environment, to reviewing and running custom scripts. Reporting on tasks carried out and working with the engineering and other internal teams to automate and streamline processes will be a vital component of the role.

Our services are entirely cloud based, hosted in the Microsoft Azure environment. You will be an important part of supporting and maintaining the Coyote product which includes wide range of Azure resources and external APIs.

We are looking for someone who is passionate about working in a small but growing team to support our market-leading product using some of the latest technology available.

## | About You

The following outlines the primary skills of our perfect candidate, however, don't be put off if you feel like you don't tick every box. If you're excited by the prospect of working with us, we'd still love to have a conversation with you:

- Has worked in a support environment previously, particularly on a commercial B2B SAAS product
- Working outside of their immediate department, ensuring progress is communicated efficiently
- Experience of querying SQL and NoSQL databases
- Experience of using and building dashboarding and logging tools in Microsoft Azure
- An aptitude for using data to drive change in support processes
- Great problem-solving skills

The following technical skills or experience is desirable:

- Working collaboratively, including reviewing the code of others
- Experience with Build Automation and Deployment pipelines (Azure DevOps)
- Configuring Cloud Services and Infrastructure using code (Terraform)

We'd love to work with someone who feels that they have the following traits:

- Would thrive when working as part of a team or collaborating with colleagues across the organisation
- An awareness of current trends and best practices
- A forward thinker
- Has a respectful and caring attitude
- Is a confident, self-driven team player with the ability to make decisions supporting business requirements

## | The Process

We understand that your time is in demand and as such keep our interview process as quick and painless as possible, outlining all timeframes in advance for you to plan around.

Stage 1: The initial phase will be a telephone chat.

Stage 2: A remote Zoom interview with our Lead API developer and members of their team. This will involve a general discussion about you, Coyote and the role.

Stage 3: Final-round interview with our CEO & Co-Founder and our Head of Product. This will be more around career and giving you a great overview of the company!

## | About Us

Until 2016, PropTech was an industry very much in its infancy. The tools available for the acquisition, analysis and management of a property portfolio were limited, hard to use, and poorly designed. Coyote Software saw the gap and filled it: a powerful, visually stylish web and mobile based product for the acquisition and management of real estate. Coyote was born out of M7 Real Estate, an industry leading real estate company, co-founded by our CEO in 2009, which has grown to \$8bn+ of assets under management, with 250 staff in 17 offices across Europe. In 2017 it made sense to detach from M7 and focus our efforts on being, first and foremost, a technology company designing, developing and providing a tech product.

We've enjoyed a phenomenal start. The team we've created is already 40 strong and our growth plans are truly global. We are on the cusp of receiving our Series-A funding investment which we will use as rocket fuel to grow our team. We are planning to grow by 30 people in the next 12 months.

A key part of this success is down to our fantastic team with a deep knowledge and understanding of the commercial real estate industry. For example, our Professional Services Consultant Paige who initially joined the Coyote team to support and train our

clients now works as a consultant, working closely with clients. Paige onboards our clients onto Coyote, configures Coyote Market to suit their requirements and integrates multiple property management systems for Coyote Managed. She also creates bespoke reports to ensure our clients get the most out of Coyote.

At Coyote we believe in the importance of flexibility. We do this by offering hybrid working, giving our employees a great work-life balance and the choice of where to work, plus the correct kit to be able to work successfully from home. We are flexible with our working hours, meaning that if you need to leave early to collect your children from school or want a longer lunch so that you can attend a gym class – that’s fine! We trust that our employees will manage their own time as required.

We offer competitive salaries and bonus potential. All employees are entitled to 25 days holiday each year plus public holidays and receive an additional day of annual leave for every work-iversary up to your 5th work-iversary with us.

We have worked hard to create a fantastic culture and to ensure this continues as the team grows, we host two annual team events, plus quarterly departmental events. We also have a Coyote team breakfast every Wednesday morning, which gives everyone a chance to speak to other members of the team who they might not speak with regularly. It’s also a great way to start the day!

We have a great list of benefits including an 8% non-contributory pension, mental health support from your first working day, private medical insurance for you and your family plus cycle schemes and season ticket loans. Coyote is an equal opportunity employer. We strive to always be as inclusive as possible in all aspects of employment and will not tolerate discrimination of any kind.