

## **Who we are**

Founded in 2012, **Think Huge** is a leading hosting and technology company with particular focus in the financial technology sector.

We've built several brands that centre around solving problems in the financial market trading space. Whether that's keeping algorithmic traders online around-the-clock or helping traders make smarter decisions in general, we're passionate about the financial markets.

We've consistently grown year-on-year for over a decade and continue to expand into new frontiers including AI and no-programming-required algo building software.

We care about our team members. We're a diverse and inclusive company hiring from all corners of the world. We take pride in cultivating an environment where team members are kind and helpful across all levels. Where the projects you work on excite you and have meaning. We work hard and are highly conscientious toward delivering results.

We offer our staff autonomy, responsibility and a real sense of ownership. Most of all, there's an ocean of opportunity for personal growth as we look to empower your full potential in a supportive environment.

### **Prerequisites:**

- Proven experience in FinTech.
- Server Hosting/Forex Trading/PC Gaming (MultiPlayer or Communities) Background
- Hands-on expertise with VPS/VMs and ticketing systems, especially WHMCS.
- Proficient in system operations, computer skills, and possessing strong technical aptitude.
- Demonstrates a strong drive to excel and adapt to new practices.
- Collaborative team player with outstanding interpersonal abilities.
- Exceptional verbal and written communication skills in English.

### **Primary Responsibilities:**

- Deep understanding of all products through periodic testing and regular collaboration with the support and technical teams.
- Offer real-time assistance, answer queries, and guide customers through processes or troubleshooting steps via tickets and chats.
- Multitask efficiently by handling multiple chat sessions simultaneously when necessary.

- Escalate complex issues to higher-level support or specialized teams when required.
- Identify and report bugs to the technical and development team for resolution.
- Engage with customers via live chat and leveraging interactions to promote and cross-sell products.
- Proactively acquiring new skills or technologies as needed.
- Collaborating with other internal teams as required to achieve company goals.

#### **What makes you Stand out:**

- Solid experience working in a hosting industry, managing servers (VPS, VM's, Dedi)
- Background in Forex Trading
- Personal experience playing on PC, hosting or setting up a game server
- Proven familiarity with FinTech environments or similar technical landscapes.
- Strong technical aptitude with system operations and computer skills.
- Demonstrated experience in providing live chat, email, and ticket support.
- Ability to identify and resolve client needs through personalized and effective solutions.
- Skilled in cross-selling and engaging customers to promote additional products.
- High willingness to learn, perform and contribute to company g

#### **What we offer you**

- We're currently going through a growth phase and we're super excited about our growth potential in the next 12-24 months
- Work remotely - we have no office and never will. We have over 80 people working around the world at Think Huge and it works!
- As our company grows, we reward our staff with regular pay increases and bonuses.
- We invest significantly in both external and internal training, providing opportunities for our staff to learn and grow throughout their career with us
- Work when you are most productive. If that's morning, night or something in between, we care about getting the job done, not punching a clock. We also offer up to 5 weeks paid leave per year, because everyone needs a break.
- We're a lovely bunch of people to work with and we truly care about our work and fellow team members - no office politics here!