Digital Asset Custody Specialist

Bitcoin Suisse stands for premium crypto financial services for institutional clients, crypto foundations, family offices, asset managers, and high-net-worth individuals. Established in Zug in 2013 by crypto-native experts, Bitcoin Suisse today unites more than 200 professionals across Switzerland, the European Economic Area, the United Arab Emirates and Bermuda.

You will have the following responsibilities

Custody Operations & Expertise:

- Act as the in-house subject-matter expert in digital asset custody, acting as the bridge between trading, staking, and DeFi services
- Operate and continuously improve our institutional-grade custody service, including the client-controlled HSM-based cold-storage Vault Solution and the pooled/separated Crypto Account
- Manage and monitor custody-related operational processes, including user and policy management, seed and wallet management, and withdrawal-address whitelisting with time-lock controls
- Support improvements to our fee billing, onboarding, and client lifecycle processes
- Troubleshoot and resolve custody-related issues together with our infrastructure and software development teams

Product Delivery & Stakeholder Engagement:

- Actively engage in stakeholder management across the business and development organizations, and support internal teams with questions about procedures, responsibilities, and internal tools
- Manage internal user groups in cases of application-related questions, troubleshooting or bug management, and provide internal education on new features
- Conduct User Acceptance Testing (UAT) for system integrations and new custody features, working closely with IT Infrastructure and Business Operations
- Support decision-making by providing insights in the form of operational or management reports and performing ad-hoc analysis of custody-related data

Risk & Incident Management:

- Participate in regular risk call updates and coordinate follow-up actions; drive risk initiatives and related improvement programs
- Report operational or system incidents to the Risk function and, when required, perform and monitor operational and system controls related to Custody
- Maintain documentation and evidence to ensure compliance with internal policies, regulatory requirements, and audits
- Ensure completeness of business documentation

What you bring along

- You are excited about crypto, and you are a self-driven, open-minded personality with strong analytical skills to recognize and solve problems efficiently
- Solid knowledge about cryptocurrencies, blockchain technologies, cryptography, cybersecurity, risk management, and adversarial thinking — and a willingness to go further down the rabbit hole
- Hands-on experience with self-custody and knowledge of how seeds, private keys and wallets work; being a crypto OG is a plus
- Experience with custody solutions, key management, hardware wallets, cold storage and multi-party transaction governance (Requestor / Controller / Approver)
- A degree in Finance, Economics, Business Information Technology, Computer Science, or another subject related to the nature of this role

- Experience with external and internal audits and related standards such as ISAE 3402, SOC2, DORA, ISO 27001 and similar
- Excellent language skills in English and optionally German

What we offer

- **Expertise:** Work with crypto native experts
- **Culture:** Positive and supportive team culture that relies on common goals, ambitions and values
- **Activities:** Regular team events and activities
- **Ownership:** High level of autonomy and responsibility
- **Growth:** Be part of a pioneering firm expanding into the UAE market

Please note that for this position, only direct applications from candidates currently residing in the UAE will be considered.

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Zusätzliche Informationen

Stadt	**Abu Dhabi**
Art der Stelle	**Vollzeit**
Eintrittsdatum	**01.01.2027**

Verantwortlich

Lujza Petrikova