Platform Manager Trading & Lending Systems

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.

About the role

Bitcoin Suisse is looking for a Platform Manager to oversee the stability, maintenance and ongoing development of our Trading and Lending technology platforms. The role covers systems across trading, lending, market data and derivatives, as well as their integrations with internal platforms and external vendors.

Business teams will define the needs and priorities for their areas. You will work closely with them and with IT development teams to turn those priorities into clear delivery plans, coordinate implementation, manage dependencies and keep progress visible. You will also take ownership of production support and the operational health of the platforms.

This is a hands-on coordination and platform-management role: you help ensure that systems are reliable, changes are delivered effectively and operational processes continue to improve.

You will have the following responsibilities

- **Platform management:** Oversee the day-to-day health, maintenance and development of systems supporting Trading (spot and derivatives), Lending and market data
- **Own production support coordination:** Establish and continuously improve incident-management processes. Coordinate responses to outages and performance issues, support investigation and resolution, and follow up on root causes and preventative actions
- **Coordinate delivery:** Work with business stakeholders and IT development teams to plan and track development items, clarify scope and dependencies, and communicate progress, risks and blockers
- **Manage integrations:** Coordinate integration roadmaps, delivery plans and dependencies with external vendors, including liquidity providers, smart-order-routers, portfolio mgmt. systems and other external vendors
- **Drive platform reliability:** Define and monitor relevant KPIs, such as latency, availability, reliability and incident trends, and use them to identify improvements and inform delivery priorities
- **Support requirements engineering and implementation:** Help business teams express their needs in a form that can be assessed and delivered by technology teams. Surface edge cases, operational impacts and maintainability considerations early
- **Support testing and releases:** Coordinate test planning and user acceptance testing with business users; help ensure agreed acceptance criteria are met and that changes are prepared for release and operational handover
- **Improve operational processes:** Strengthen workflows, governance, documentation and working methods across business and IT
- **Partner with control functions:** Work with Risk, Compliance and Legal to help ensure that platform changes and processes address applicable regulatory and control requirements
- **Keep up with the market:** Follow developments in financial-market technology, regulation and emerging technologies, and identify opportunities to improve our platforms and ways of working
- **Embed AI-first ways of working:** Actively use approved AI tools in day-to-day work to improve the speed, quality and effectiveness of platform management and delivery. Shape workflows and contribute to the design and development of systems with an AI-first mindset

What you bring along?

- A university degree in a relevant field or equivalent practical experience
- A solid understanding of financial-market technology, trading protocols and the trade lifecycle
- Experience managing or supporting business-critical technology platforms, ideally in trading, lending, market data or derivatives
- The ability to coordinate delivery across business stakeholders, development teams and external providers—keeping priorities, dependencies, risks and progress clear
- Strong conceptual and analytical skills, including the ability to clarify needs, identify edge cases and consider operational impact and long-term maintainability
- Experience with agile delivery practices and incident, problem and release management
- A working understanding of technology environments, including APIs, databases, server infrastructure and user interfaces
- A structured, pragmatic approach to production support and continuous improvement
- Excellent communication and stakeholder-management skills, with the ability to work effectively across business and technical teams
- Strong problem-solving skills, a proactive mindset and the ability to manage multiple priorities in a fast-paced environment
- An active interest in using AI tools at work, with concrete examples of how they have changed or improved your output
- Familiarity with cryptocurrency markets and digital-asset trading platforms is highly desirable
- Fluent in English (verbal and written)

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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Additional information

Location	**Abu Dhabi**
Position type	**Full-time employee**

Start of work | **Jan 1, 2027**

Responsible

Lujza Petrikova

