بسم الله الرحمن الرحيم

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| **Position** | Payment Operations Specialist |
| **Division / Function** | Payments and Ecosystem Management |

**JOB DETAIL**

**Job Summary**

The Payment Operations Specialist supports the day-to-day operations of the payment systems by assisting with system monitoring, user management, data entry, and operational reporting. The role ensures accuracy and continuity in operations while providing foundational support to the Payment Operations team in delivering secure and efficient payment services. The role also supports the onboarding and certification of payment system participants through structured testing, validation of compliance with technical and security standards, and maintenance of accurate documentation.

**Responsibilities**

- Undertaking the participant onboarding activities by preparing documentation and tracking testing schedules.
- Communicating with banks, PSPs, fintechs, and vendors to schedule testing and gather required documentation.
- Providing support to banks, PSPs and fintechs in system integration testing, user acceptance testing (UAT), and pilot testing for new participants.
- Liaising with system vendors and IT teams to report issues, support patch deployments, participate in User Acceptance Testing (UAT).
- Conducting the necessary technical training provided for the system participants
- Executing daily payment system operations, including monitoring transaction flows and verifying system status.
- Ensure timely processing of transactions, including cheque clearing sessions and settlement activities.
- Monitoring and updating payment system calendars, including holidays and maintenance schedules.
- Maintaining and Updating the User Registry, including data entry and updates to user profiles.
- Issuance and renewal of security e-tokens for system users.
- Provide first-level support to payment system participants by logging and categorizing issues.
- Collect and compile transaction data and system statistics for reporting purposes.
- Assist in conducting the necessary technical training provided for the system participants.
- preparing daily and monthly operational reports and maintaining and organizing operational records, logs, and documentation.

- Collaborate with team members to support operational continuity and knowledge sharing.
- Log and escalate incidents in accordance with established protocols.
- Participate in incident resolution and post-incident reviews.
- Report systemic issues and maintain an incident log, conduct post-mortem analyses for all issues and recommend corrective measures for better performance
- Prepare incident reports for the senior management.
- Follow established operating rules, procedures, and security protocols.
- Drafting and updating operational manuals and SOPs.
- Supporting internal audits and compliance reviews by providing required documentation and data.
- Providing support in fostering bi-lateral, regional and global integration for cross-border payments, and build strategic partnerships to accelerate innovation.

## REQUIRED QUALIFICATION & EXPERIENCE

**Qualification**

- A bachelor's degree or an equivalent qualification in Banking and Finance, Fintech, Computer Science, Business/Data Analytics or any other related field.

**Experience**

- Minimum 4 years of experience in a similar role within fintech, banking, payment systems operations, or business/data analytics.
- Previous experience in implementation or operation of payment systems or at a payment service provider will be an added advantage.
- Previous experience in IT administration or data analytics will be an added advantage.

## REQUIRED DOCUMENTS

- Up-to-date Curriculum Vitae (CV)
- A copy of the National Identity Card
- Copies of MQA accredited academic certificates and transcripts. If a qualification is not MQA-accredited, a letter from the MQA confirming that the qualification is recognised and accepted by the Authority.
- Copies of relevant professional industry certifications.
- Employment letters from current and/or previous employers.