بسم الله الرحمن الرحيم

Position	Certification & Accreditation Specialist
Division / Function	Payments and Ecosystem Management

JOB DETAIL

Job Summary

The Certification & Accreditation Specialist is responsible for supporting the onboarding and certification of payment system participants through structured testing, validation of compliance with technical and security standards, and maintenance of accurate documentation. The role supports sandbox operations and periodic reviews to promote interoperability, resilience, and confidence within the national payment ecosystem. In addition, the role involves carrying out daily operational activities to ensure the secure, timely, and efficient functioning of national payment systems.

Responsibilities

- Undertake the participant onboarding activities by preparing documentation and tracking testing schedules.
- Communicate with banks, PSPs, fintechs, and vendors to schedule testing and gather required documentation.
- Provide support to banks, PSPs and fintechs in system integration testing, user acceptance testing (UAT), and pilot testing for new participants.
- Liaise with system vendors and IT teams to report issues, support patch deployments, participate in User Acceptance Testing (UAT).
- Conduct the necessary technical training provided for the system participants
- Assist in executing daily payment system operations, including monitoring transaction flows and verifying system status.
- Support the processing of ACH and Favara transactions, including cheque clearing and settlement activities.
- Assist in maintaining and updating payment system calendars, including holidays and maintenance schedules.
- Assist in maintaining the User Registry, including data entry and updates to user profiles.
- Support the issuance and renewal of security e-tokens for system users.
- Provide basic 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.
- Assist in 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.
- Prepare incident reports for the senior management.
- Follow established operating rules, procedures, and security protocols.
- Assist in drafting and updating operational manuals and SOPs.
- Support internal audits and compliance reviews by providing required documentation and data.
- Provide 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.