



Manager Payment System Support (1 Position(s))

Job Location :

Head Office, Hq

Job Purpose:

To plan, organize and lead a team of Payments Systems Support Analyst to deliver cost effective and efficient ICT level 2 support services for all Payment Systems which are not Core Banking System

To ensure that they meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

- Implement and co-ordinate an effective Payments systems support
- Plan, supervise, direct, reporting and administration of the second level support team(s) on issues pertaining to Payments systems.
- Supervise, implement, maintain and improve performance of all Payments systems
- Escalate incidents and problems to 3rd level support, follow-up & feedback on the progress made for resolution, conduct weekly meeting with Payments systems vendor to resolve all outstanding issues.
- Plan and conduct simulation of EOM and EOY runs in Collaboration with CBS team in order to eliminate any unforeseen incidents for successful completion of EOD/EOM/EOY batch runs.
- Maintain the Risk Register and controls policy frameworks for all Payments systems applications and ensure they are updated on an annual basis, engage Payments systems staff in Risk policy implementation

- Manage operational costs; perform cost-benefit and return on investment analyses for proposed solutions.
- Manage relationships with all vendors of Payments Systems and ensure effective routine and emergency maintenance of payment systems with no or very rarely downtime and interruption to business operations.
- Provide capacity planning statistics and periodic reports to aid in management decisions.

Knowledge and Skills:

- Payments Systems domain knowledge
- Banking operations.
- Regulatory knowledge in payment systems domain.
- Compliance (AML, Fraud, and sanction screening) knowledge in payment systems domain.

Qualifications and Experience:

- Bachelors' Degree in Computer Science or equivalent qualification
- 5 years' experience in Payments Systems Support or Banking Operations
- Professional Certification in ITIL

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Job opening date : 09-Aug-2022

Job closing date : 16-Aug-2022

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