

# JOB SPECIFICATION

## Product Test Analyst

Sureswipe is disrupting the payment industry making card acceptance easy and accessible to all independents retailers. We are a results driven organisation where high performance is acknowledged and rewarded. An entrepreneurial and self-learning mind-set is encouraged and individuals who take the initiative are recognised and appreciated.

Our vision is to become South Africa's favourite payments service provider for all independent retailers. If you are an innovative thinker, and you are passionate about delivering the kind of exceptional client experience that helps small businesses thrive - then we want to speak to you! To deliver our consistent client care means that we are passionate about our people. Investing in those who take personal responsibility across all aspects of their work and can collaborate with all the business units is key to our culture and vision. If you're a determined self-starter with a curious and pro-active nature then Sureswipe is a fit for you.

Our organisational atmosphere is fast paced and energetic albeit sometimes a little noisy. We have a start-up culture and often have fun. Our team is passionate about client experience and are determined to make a difference in the lives of independent retailers by helping their business grow and succeed. In short we burn for independent retailers.

### **PURPOSE OF THE ROLE**

The Product Test Analyst is responsible for ensuring that all payments products have undergone rigorous testing before being deployed into the production environment. This includes the testing of terminal software, patches to the payments switch and certification of the product where necessary. The role is also responsible for carrying out day to day operational support and testing across Sureswipe's card payment and value-added products, systems and services.

### **RESPONSIBILITIES**

- Testing
  - Compile and execute test packs for each product
  - Benchmark and maintain minimum standards for a product to be deployed into production
  - Performing testing across all products and services:
    - POS integrations
    - Terminal software updates
    - Payments switch updates
    - EMV and Channel certifications
    - Connectivity
  - Evaluation of potential new products as needed
  - Identifying and measuring products against product performance indicators

- Defect Management
  - Logging of defects observed
  - Tracking of resolution progress
  - Full regression testing after resolution deployed into UAT
  - Promotion of resolution into production
- Release Management
  - Ensuring alignment of testing schedule to the overall release schedule
- Project and stakeholder management
  - Certain projects require cross collaboration between various internal and third-party stakeholders
  - Regular updates and reports to key stakeholders on progress of initiatives on your plan
- 3rd level support and escalation point to 2nd level support staff
  - Provide assistance and training
  - Investigate and resolve queries
  - Investigating system log files and initial investigation and feedback
  - Working closely with vendors to ensure that all product issues are logged, tracked and resolved timeously
- Incident Management
  - Rotational standby for production switching related outages when required
  - Adhering to incident management policies and change control processes
  - Logging issues with partner support services (Banks, IT Production Team, PED and Switch Vendors etc)
- Pilot Management
  - Collaborate with internal and external teams on what testing criteria will suffice to run pilot products.
  - Coordinate pilots with internal teams and signoff pilots according to strict criteria for rollout
- Document, implement and continually review the testing procedures and standards

## **QUALIFICATIONS**

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### Minimum Requirement

- Minimum Matric Certificate
- A diploma/ degree in Information Technology

### Advantageous:

- Any general testing certification

## **EXPERIENCE**

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- 1 to 2 years testing experience non-negotiable
- 2 Years working experience in a similar role
- Technical working knowledge of the payments industry or payments switching is advantageous

## **SKILLS AND ABILITIES**

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- Excellent communication skills at all levels (written and verbal)
- Stakeholder management skills
- Logical and structured approach
- Ability to work under pressure and remain calm and focused
- Attention to detail
- Thinking out of the box
- Comfortable in a dynamic, fast moving environment
- Deliver tasks on time and keep to commitments
- Inspire confidence

## **LONG TERM POTENTIAL OF THE CANDIDATE**

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Growth opportunities at Sureswipe are wide and varied. We are a dynamic and growing company that rewards great performance with not only the standard progression (take-my-boss'-job) path, but also offers exciting opportunities in group companies to those wishing to expand their horizons.

## **REFERENCE REQUIREMENT**

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External applicants must supply 2 current references (minimum 1 written) at the time of interview.