




S U R E S W I P E

# JOB SPECIFICATION

*Product Support*



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.

At Sureswipe we do things differently because we know that no two businesses are alike and in order to stand out we need to offer a consistent experience and tangible value. Our vision is to become the favourite payments service provider to all independent retailers across South Africa. Why? Because they work so hard at building and growing a business, that they shouldn't have to work hard at getting paid. To deliver our consistent client care means that we are passionate about our people. Investing in those who take the initiative and who understand and are acceptable to the changing dynamics of a business. 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.

**At Sureswipe we believe that together we can do better business!**

**Being the game changers in the industry has awarded us:**

*A Topco, Top Performer Finalist in the Fastest Growth category, and Winner of The Fast Track Performer for having met or exceeded the criteria as one of South Africa's Top Performing Companies as a result of sustained excellence in financial performance in 2010 & 2011.*

*A Deloitte's best company to work for top 10 award for two consecutive years in 2010 & 2011.*

*Best payment deployment in Africa for our Sureswipe Move, mPOS payment offering in 2015*



*Sureswipe complies with all the South African Reserve Bank and Payment Association of South Africa, regulations.*

# ROLE DESCRIPTION

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## PURPOSE OF THE ROLE

The purpose of this role is to ensure that issues related to our payments ecosystem are identified, tracked and managed to resolution. This may require deep technical investigations into transactional messages, or rigorous testing on card terminals – while actively engaging with vendors and internal teams to forge a solution. Further, the role is responsible for the day to day monitoring, maintenance and administrative support related to tasks that are required to ensure the optimal functioning of the payments environment. This includes acting as a point of escalation for the call centre, operations and other internal teams on queries related to the payments environment.

The main duties of the role but not limited to the following:

- Daily system and other operational health checks related to the payments environment and the processing and settlement of transactions
- 3rd level support and escalation point to the call centre and other teams
  - o Provide detailed feedback on root cause based on deep technical investigations you have conducted
  - o Track, follow up and provide feedback on issues that are logged with partners and other vendors for resolution
- Incident or outage management
  - o Stand by for payments related outages on a rotational basis as required
  - o Adhering to incident management policies and change control processes
  - o End to end ownership of any incident or outage that you are handling – this includes:

Providing status updates to all relevant stakeholders  
Requesting updates from partners and other vendors as necessary

Escalating as necessary

On resolution, engage with internal teams, partners and vendors to determine the root cause and develop mitigating plans for the future

- Transaction monitoring and reporting
  - o Proactive transaction and merchant monitoring
  - o Investigate and resolve issues leading to excessive decline levels at merchants
  - o Proactively looking for errors and decline patterns at merchants
  - o Reporting on merchant status
  - o Investigate all transactional and settlement anomalies
- Merchant Maintenance
  - o Provisioning and activating new merchants on the payments switch
  - o Maintaining of the merchant profiles and related configuration
- Assisting with testing and UAT deployments.
- Active engagement with issuers, acquirers, connectivity providers, switching providers and other vendors in order to troubleshoot issues, resolve queries and execute on other project related items
  - Manage stakeholders and provide regular feedback on the items that you are working on or that have been assigned to you
    - Software and system maintenance
      - o Assisting with testing of new terminal and switch software
      - o Assisting with testing and UAT deployments
- New Products and features
  - o Assisting with product documentation
  - o Assisting with the training on new products and features
  - o Assisting in the piloting of new products and features
  - o Monitoring new product functionality at pilot merchants
  - o Identifying anomalies in the transaction processing and settlement at

merchants

The Product Support role forms part of the Sureswipe's Payments Team reporting directly into the Technical Manager: Products.

## SKILLS

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

## WORK EXPERIENCE

1. 1 to 2 years' experience in a similar role
2. Relevant payment industry knowledge will be advantageous

## QUALIFICATIONS

A diploma or degree in Information Technology or any software testing or relevant IT certifications will be advantageous

## LONG TERM POTENTIAL OF THE CANDIDATE

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 REQUIREMENTS

External applicants must supply 3 current references (minimum 1 written) at the time of interview

