



Vacancy

Production Support Engineer (Payment Systems)

LankaClear, the National Payment Network, functions under the guidance of the Central Bank of Sri Lanka providing backbone infrastructure to the entire financial industry of the country. We have continually innovated and improved our processes and technology in order to meet market demands and to be a catalyst for future growth.

Due to organizational changes and cater to new large scale projects to be implemented, the Management is seeking a dynamic, experienced and high performing individual to fill the following vacancy and to further strengthen our professional team.

Job Responsibilities:

- Manage UATs of CAS, CEFTS, CMobs, CPOS, SAS, CMS & ATM -DDC/NDC, E.g: System Implementation, Transaction Monitoring, Settlement, Reconciliation and other operational aspects.
- Attend and complete certification process including initial testing of CAS, SAS, CMS, CEFTS, CMobS, CPOS, ATM-DDC/NDC & Justpay.
- Providing technical support including initial testing for Banks and completing switch level certification with member bank switch/es.
- Troubleshooting/diagnostics of live transactions/network issues/ reported errors from Member Banks and provide necessary advice/ instructions accordingly.
- Provide technical support for all CAS / SAS /CMS /CEFTS/ JustPay Member Banks for user acceptance (e.g.: prepared test data (transaction) for all possible scenarios before apply the software patches (from the vendor) to respective LIVE systems).
- Providing technical support and handling day-to-day operations for existing LankaPay member banks.
- Responsible for providing inter-departmental and external member banks supports for system availability and service delivery.
- Accountability for managing the timely processing of daily production batch jobs running on multiple scheduling systems relating to CCAPS.
- Responsible for providing detailed production support information for internal/external clients and dealing effectively with issues that are complex, confidential and sensitive in nature.
- Carrying out Bank certifications and integration of CCAPS member banks.
- Managing production processing of all interfacing application products and services.

Minimum Qualifications and Requirements:

- Should have a Degree in IT, Network or a similar qualification from a recognized institute.
- Minimum of 5 years work experience in the field of payment systems, out of which 2 years in Executive Level.
- well versed with commercial bank payment card operations and procedures, policies and regulations
- Excellent customer service skills that build high levels of customer satisfaction for internal and external customers.
- Excellent verbal and written communication skills with the ability to communicate to technical and non-technical audiences at various levels of the organization or that of clients.
- Excellent problem-solving and time management skills.
- Ability to work in cross-functional teams and excellent team working capacity.
- Be proactive in gathering information and sharing ideas.

Please post or email your CV with the names and contact details of 2 non-related referees within 07 days of this advertisement, to the postal address or e-mail address given below. Applicants e-mailing applications should state the post applied for in the subject field while others should state same at the top left hand corner of the envelope.

Head of HR & Administration

LankaClear (Pvt) Ltd
Level 18, Bank of Ceylon Head Office,
BOC Square, 1 Bank of Ceylon Mawatha, Colombo 01.
E mail: careers@lankaclear.com
Web: www.lankaclear.com

(While we value all applications received only short-listed candidates will be called for interviews.)