

Junior Operations Analyst

Job Summary

Responsible for pre and post implementation support to First Atlantic Commerce worldwide clients for credit/debit card online, multicurrency payment processing solutions.

Key Job Accountabilities

- Maintain client information including setting up new merchant clients in the FAC systems/databases
- Coordinate all client implementation & integration activities with internal teams, Bank and processors including EMV 3DS 2 implementations
- Perform all client web site & payment process testing and certification
- Train clients in the use of FAC systems and card processing procedures
- Update all client system user documents, procedures and compliance policies
- Monitor daily client transaction activity for abnormal or suspicious activity processing
- Work as an integral member of the Operations team to provide requirements for client/user web based reports and services, including analysis, design and implementation testing
- Provide first level helpdesk client support, provide on-going client support, responding to requests and problem resolution in a timely manner
- Provide first level back-office systems support and manage issues to resolution
- Provide status reports on client issues to management upon request
- Provide 24x7 on-call support on a rota basis

Key Job Requirements

- Bachelor's degree in Information Technology or related field
- Knowledge of credit card processing system operations and first level client support
- Experience working with desktop operating systems, Windows 10 and Microsoft Office are essential
- Knowledge and experience working with SQL for extracting data from databases for reporting purposes would be an advantage
- General industry knowledge in relation to e-commerce, ebusiness and the Internet are an asset
- Prior experience and comfort with purchasing via the Internet
- An aptitude and willingness to learn all aspects e-commerce and EMV/Card Present acquiring with the ability to apply new skills, effectively, on the job
- Effective problem-solving, written and oral communications and organizational skills along with excellent customer service skills are required.
- Team player able to work amicably in a multi-functional team environment and manage multiple tasks and meet deadlines
- Flexibility to work non-standard work hours as required to support FAC's worldwide clients and operations