

Senior Operations Analyst

Job Summary

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

Key Job Accountabilities

- First line of support for all operational system alerts and service interruptions, escalating to management as necessary
- Responding to alerts and requests in a timely manner through to problem resolution
- All notifications to banks, merchants and other parties on operational issues and system availability
- Maintain the service interruption logs for each host and FAC systems
- Manage and respond to requests for client technical and administrative support using the FAC service desk application
- Monitor daily client transaction activity for abnormal or suspicious activity processing
- Developing, maintaining and running SQL queries on transactional data and other reporting required by management
- Maintain client information including setting up new merchant clients in the FAC systems/databases
- Assist with FAC's system fixes, upgrades, testing and change control management procedures
- Coordinate all client implementation & integration activities with internal teams, Bank and processors including Verified by Visa and MasterCard SecureCode implementations
- Act as liaison between the business development and technical teams
- 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
- 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 status reports on client issues to management upon request
- Provide out of hours support on a rotating 24x7 basis, as required

Key Job Requirements

- Bachelor's degree in Information Technology or related field
- 4 years' of IT experience in providing first level business software applications support
- Knowledge and experience working with e-commerce and card payments processing is preferable
- Good Understanding of application programming interfaces (APIs) and ability to inspect data values for compliance to specifications
- Experience in data analysis using database SQL
- Competency in working with Windows, and Microsoft Office applications is essential
- Aptitude and willingness to gain more knowledge of e-commerce acquiring and ability to apply new skills effectively on the job
- Effective problem-solving, written and oral communication, organization and excellent customer service skills.
- Ability to work amicably in a multi-functional team environment, manage multiple tasks and meet deadlines
- Flexibility to work non-standard work hours as required to support FAC's worldwide clients and operations