



## Career Opportunity

### IT Cards & Payments Officer

First Capital Shared Services Ltd is looking to hire an **IT Cards & Payments Officer**, to join its IT Team.

**Role Overview:** The IT Cards & Payments Officer will be responsible for executing projects and providing ongoing support to the Bank on all cards and payments-related matters. This includes configuring new card products, troubleshooting issues with internal systems and external partners, and ensuring the smooth and efficient operations of cards and payment services.

#### Key Responsibilities

- Analyse and resolve technical, system, and production issues, while also documenting resolutions and workarounds, and updating technical documentation and test scripts.
- Execute approved recommendations from service providers to ensure smooth system operations.
- Provide regular, concise, and clear updates on work progress to Seniors and relevant stakeholders.
- Investigate and resolve issues related to cards, ATMs, POS, EFT transactions, and settlement processes using Back Office tools and the SmartVista Card Management System.
- Assist in implementing projects and provide support in accordance with the guidelines of National Switch / VISA / MasterCard.
- Develop and maintain SQL-based reports to support operational and analytical needs.
- Assist the Back Office team in reconciling VISA and MasterCard transactions.
- Conduct root cause analysis and implement permanent solutions to card-related issues.
- Review and escalate unresolved issues to card schemes, application vendors, or infrastructure teams as required.
- Prepare and maintain accurate documentation for operational processes, projects, and procedures.
- Participate in projects, involving the Card Management System or other relevant solutions.

#### Qualifications & Skills

- Bachelor's degree in Computer Science, Information Technology, or any equivalent qualification.
- At least 2 years of work experience in the Banking or IT Sector, preferably in Cards & Payments.
- Proficient in AIX / Unix environments and good understanding of PL / SQL.
- Exposure to Card Management Systems or Payment Switch platforms is an advantage.
- Familiarity with card schemes such as VISA and MasterCard.
- Self-driven, with strong planning, organizational, and analytical problem-solving skills.
- Good interpersonal and communication skills, both written and verbal.

#### How to apply

To apply, please submit your application, updated CV, and any other relevant documents by **24<sup>th</sup> November 2025**, to:

**[talent@fcssl.com](mailto:talent@fcssl.com)**

Please note that only shortlisted candidates will be acknowledged.

