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| **Designation:** | Payments Specialist |
| **Category:** | Multichoice Africa Holdings Operations |
| **Level:** | Senior |
| **Closing date:** | 28-May-2025 |
| **Position Type:** | Permanent |
| **Location:** | MultiChoice City |

**Job Description:**

## Purpose of the role:

- Provide expert knowledge of the VSC & DPP payments systems, providing advisory and solutions to senior management, stakeholders.
- The role may involve providing input on application strategy and roadmap, based on insights gained from supporting and maintaining the application portfolio.
- Drive closer alignment with all internal, markets and external teams and assist in driving end to end VSC payment systems solutioning.
- Collaborate with all MAH, CSAT and technology teams within the organisation to drive better alignment for payments and act as a Payments SME
- Troubleshooting payment system issues, identify root causes, and implement solutions to ensure system stability and performance.

## Key Accountabilities:

### Payments System Technical Advisory

- Expert knowledge and proven analysis of the VSC & DPP payments systems.
- Provision of technical advisory and solutions to senior management and stakeholders regarding MAH market challenges on the VSC and DPP payment system challenges and use cases.
- Working with other IT teams, including developers and network engineers, to resolve complex pay issues and implement new features.
- Participating in payments application testing, including integration, and regression testing, to ensure the quality and reliability of new and existing payment journey features
- Identifying opportunities to improve application support processes and workflows, and implementing solutions

### Payments Project & Solution Implementation Management

- Track VSC related payments projects / initiatives aligned to strategic objectives with specific performance measures and control systems to track progress and ensure full tracking and visibility to the leadership team and relevant stakeholders
- Ensure full end to end tracking of the VSC systems incidents for all 49 Africa markets

**CSAT Pay System Impact Analysis**

- Analyze all items escalated to Product Support team and identify better ways to assist customers
- Provide input into Journey Owners to assist with optimizing and redesigning customer journeys.
- Provide input to and work with EBS to improve the time to resolve systemic issues experienced that impact customers.

**Payments Data Analysis**

- Perform trend analysis to identify systemic VSC issues customers.
- Analyze payment incident escalations to predict larger potential payments problems.
- to enhance efficiency and productivity.
- Compiling of a root cause analysis report for VSC payments systems incidents.

**Payments Incident, troubleshooting & Solutioning**

- Logging defect/enhancement to eliminate repetitive issues on the VSC platform.
- Troubleshooting payment system issues to ensure system stability and performance.
- Provide payment system architecture and Interface specification diagrams to identify payment latency challenges.
- Develop proposals for fixing items escalated.

**Qualifications:**

- BCom/ BSc Degree or Diploma in Information Technology or Computer Science.
- National Diploma in Information Technology will also be considered.
- Completed IT Service Management Certifications

**Experience:**

- Experience as an Application Support Analyst of the VSC/DPP platform would be beneficial.
- Experience working with VSC payments data, providing input in troubleshooting sessions and providing root cause analysis for payments related incidents.
- The candidate must have strong experience and knowledge of the MAH payments technology, billing rules, VSC & DPP payment processing and system design. The successful candidate will play a key role in requirements gathering, system analysis, and data modeling to support MCGs payment transformation projects.
- Minimum 3 to 4 years' technical experience and understanding of the VSC and DPP payment systems(non-negotiable).
- Candidate must have deep technical and analytical expertise in VSC & DPP payment systems, strong communication skills, and a problem-solving mindset. Experience with Agile software development methodologies is essential.
- Understanding of the customer billing cycle and Payments Quote System (Clarity).
- Experience with payments data and good knowledge of the Multichoice Africa Holdings (MAH Payments landscape.
- Experience with and understanding of Multichoice Customer Care, Billing and 3rd Party Payment Processes
- Good knowledge of the SDLC and Project Management Processes.