

## **Job Description – Head of IT, Myanmar Payment Union**

### **Report to – Deputy CTO**

#### **Key Responsibilities:**

- Align IT strategies with organizational goals, ensuring functionality, efficiency, scalability, innovation and smooth operation of all IT systems.
- Develop a deep understanding of transaction process flows, ISO-8583, ISO 20022, EMV, and 3DS protocols.
- Design and implement IT infrastructure, network, and security architecture to support
- Define and implement IT security best practices, including firewalls, encryption, and secure authentication.
- Establish disaster recovery and business continuity strategies to ensure resilience in case of system failures.
- Plan, organize, and oversee projects such as MPU Member Card, MPU-Master Co-badged Debit Card, Ecommerce Gateway Project, Tokenization, Secure 3DS 2.0 project, and International Card Acquiring acceptance project.
- Develop and maintain IT infrastructure/application documentation and report on system health, performance and incidents to upper management.
- Design, implement, and regularly test disaster recovery and business continuity plans.
- Manage budgets for IT systems and applications, optimizing costs while maintaining service quality.
- Oversee all technical operations, including National Payment Switch (NPS), E-commerce Payment Gateway, and system/network security.
- Manage contracts and communications with external vendors and international card schemes (e.g., UPI, JCB, MasterCard).
- Ensure compliance with industry standards (ISO-8583, ISO-20022, EMV, Secure 3DS, PCI-DSS, etc.).
- Monitor system performance and scalability and plan for future capacity needs.
- Conduct regular inspections of technical operations, hardware, software, and network infrastructure.
- Set deadlines, allocate resources, and monitor progress to meet project objectives ensuring projects meet organizational goals, budgets, and timelines.

- Announce and enforce rules and regulations relevant to the Myanmar Payment Union (MPU) based on market conditions and regulator requirements
- Delegate tasks related to certifications (bank switch, card, POS) and operational projects to team members.
- Foster a collaborative and high-performing team environment through mentorship and leadership.
- Manage and maintain MPU's network, system, and software licenses to ensure compliance and operational continuity.
- Provide technical support to member banks for UAT testing and certifications and other services related to MPU's member banks.
- Announce and communicate updates or changes to MPU rules and regulations as needed.
- Delegate daily operation tasks (e.g., bank switch certification, card certification, POS certification) to team members.
- Provide leadership and mentorship to foster team development and accountability.
- Collaborate with other departments to align technology solutions with business needs and organizational goals.
- Ensure robust security measures are in place, including compliance with industry standards and regulations.

**Job Scope:**

- Oversee and manage IT systems for National Payment Switch, Ecommerce Payment Gateway, and related infrastructures and applications.
- Lead strategic IT projects, ensuring alignment with organizational goals and ensure on-time, within-budget delivery.
- Collaborate across departments to ensure the alignment of technology with business needs and goals.
- Develop and execute IT strategies to support business growth, system scalability, and compliance.
- Manage and optimize IT infrastructure, cybersecurity, and compliance.
- Maintain vendor relationships, system scalability, and performance.
- Manage IT budgets, vendor relations, and contract negotiations.

- Ensure robust cybersecurity measures and compliance with international standards.
- Maintain vendor relationships, system scalability, and performance.
- Provide leadership and direction to the IT team, fostering innovation and efficiency ensuring a high-performance culture.
- Monitor and optimize system performance, ensuring future readiness and scalability.
- Support operations of financial and e-commerce systems, focusing on innovation and operational excellence.

**Hard Skills:**

**Technical Expertise:**

- Advanced understanding of payment systems (e.g., National Payment Switch, Ecommerce Gateway) and associated protocols (ISO-8583, ISO-20022, EMV, Secure 3DS).
- Strong understanding of settlement and dispute processes.
- Proficiency in IT infrastructure management, including networks, firewalls, virtualization and software development.

**Project Management:**

- Skilled in leading large-scale IT projects, including resource allocation, risk mitigation, and meeting deadlines/ budgets.

**IT Governance and Compliance:**

- Strong understanding of IT governance, risk management, and compliance standards.
- Ensuring compliance with national and international standards and regulations.

**Security Protocols:**

- Expertise in implementing security measures (e.g., encryption, firewalls) and compliance with international standards.

**Vendor and Contract Management:**

- Proven ability to manage external vendors, negotiate contracts, and ensure service quality.

**Disaster Recovery:**

- Experience in designing and testing disaster recovery and business continuity plans.

**Payment Systems Knowledge:**

- In-depth knowledge of card-based payment processes, settlement systems, and dispute management.

**Budget Management:**

- Skilled in optimizing IT budgets while maintaining quality and achieving project goals.

**Operational Optimization:**

- Proficient in system performance monitoring and optimization.
- Hands-on expertise in managing cloud-based and on-premise IT environments.

**Documentation and Reporting:**

- Proficiency in creating technical documentation and providing regular system health reports and clear performance reports to stakeholders.

**Soft Skills:****Leadership and Mentorship:**

- Ability to lead and inspire a high-performing IT team while fostering a culture of innovation and accountability.
- Delegating effectively while maintaining accountability.

**Collaboration and Communication:**

- Strong interpersonal skills to work effectively across departments and with external stakeholders.
- Ability to translate technical concepts into actionable insights for non-technical stakeholders.

**Problem-Solving and Critical Thinking:**

- Analytical mindset to identify challenges, propose practical solutions resolving complex technical issues and drive process improvements.

**Time Management:**

- Capable of managing multiple priorities under pressure and meeting tight deadlines.

**Adaptability and Innovation:**

- Proactive in adopting new technologies and driving continuous improvements.

**Decision-Making:**

- Strong decision-making ability, especially under complex or high-stakes circumstances.

**Strategic Thinking:**

- Align IT initiatives with organizational objectives to drive long-term growth and efficiency.

#### **Cross-Functional Coordination:**

- Expertise in collaborating with finance, operations, and business teams to align IT strategies with broader goals.

#### **Job Specification**

##### **Education & Qualifications:**

- Bachelor's degree in Computer Science, Information Technology, or a related field (preferred).
- Certifications such as ITIL, PMP, Linux, or Database Management (SQL/Oracle) (preferred).
- Minimum 5 years in the Banking IT Digital Payment Industry, with at least 3 years in a managerial role.
- Proven track record in overseeing IT systems, projects for payment platforms and in managing national payment switch systems, e-commerce platforms, or similar technological infrastructures and applications.
- In-depth knowledge of payment systems, digital payments, understanding of Banking Payment, familiarity with National Payment Switch, Ecommerce functionality and key features and IT governance risk management, and compliance frameworks.
- Familiarity with payment technologies, such as switching systems, 3DS protocols, and tokenization.
- Strong leadership and team management skills to guide IT teams and cross-functional collaborations.
- Excellent communication and interpersonal abilities for managing relationships with internal and external stakeholders.
- Ability to design and implement IT strategies that align with organizational objectives.
- Strong problem-solving and analytical skills to address complex technological challenges.
- Excellent leadership abilities with the ability to mentor and develop team members, communication, interpersonal skills to collaborate with other departments and stakeholders, and problem-solving skills.
- Strong knowledge of payment systems, including card transactions and security protocols (ISO-8583, ISO-20022, EMV, Secure 3DS).

- Excellent leadership skills with a focus on team management, mentorship, and fostering professional growth.
- Strong project management experience, skills including resource allocation, timeline management, and risk mitigation.
- Proficiency in English (reading, writing, and understanding) to communicate effectively across teams and with vendors.
- Familiarity with financial technology regulations, market trends, national and international standards.
- Analytical mindset with the ability to understand and translate complex technical challenges into effective solutions.
- Proactive in identifying areas for improvement and innovation.
- Ability to work under pressure and manage time effectively, competing priorities and meet deadlines.

### **Benefits**

- Bonus
- Transportation Allowance
- Overtime Payments
- organizational Trip & refreshment
- Provident Fund
- Welfare Fund

### **Career Growth Opportunities**

- Training provided
- Learn new Skills on the job
- Promotion opportunities
- Management potential

Working Hours(9:00 AM to 5:00 PM)

Off Day (Saturday, Sunday & Public Holiday)

If you are interested in this position, please contact us at this email([mpuadmin@mpu.com.mm](mailto:mpuadmin@mpu.com.mm))

before **31<sup>th</sup> March 2025**.