

Job Description – Senior IT Engineer (Switch, Ecommerce)

Report to – Deputy Head of IT (Switch)

Key Responsibilities:

- Ensure the smooth operation of systems and manage data backups for these systems to ensure data integrity and availability, including the MPU Ecommerce Payment Gateway and IST (National Payment Switch).
- Provide testing and certification support for member banks, focusing on Bank Switch, POS, Card certification, Ecommerce Payment Gateway, and international card schemes.
- Generate and manage HSM (Hardware Security Module) keys for NPS and Ecommerce systems in both UAT and production environments.
- Participate in SIT (System Integration Testing) and UAT (User Acceptance Testing) for new requirements, process changes, and projects based on member bank requirements.
- Resolve integration and operational issues from member banks and merchants, ensuring smooth communication and transaction flow and integration between MPU and merchant systems.
- Conduct regular health checks on the National Payment Switch system and its databases to ensure optimal performance and addressing any potential issues.
- Evaluate day-to-day issues and provide recommendations to senior staff for process improvements and system optimizations.
- Use monitoring tools to proactively identify issues and address them before they impact end-users.
- Generate daily, weekly and monthly reports for management on system status, incidents, and performance providing insights into system health, performance, and other operational metrics.
- Contribute to planning and executing IT projects that require infrastructure changes or upgrades.
- Assist in settlement, reconciliation, and dispute resolution processes, ensuring accuracy, timeliness, and compliance with relevant standards.
- Complete daily operational tasks assigned by Head of IT and Deputy Head of IT.
- Assist with day-to-day operational tasks assigned by the Head of IT and Deputy Head of IT.

- Support settlement, reconciliation, and dispute resolution processes, ensuring compliance with relevant standards and accuracy.
- Evaluate day-to-day issues and propose process improvements to senior management.

Job Scope – Senior IT Engineer (Switch, Ecommerce)

- Oversee and maintain systems related to the National Payment Switch (NPS) and Ecommerce Payment Gateway Systems.
- Provide support to member banks for certifications and integration processes and resolve issues related to integrations and system performance.
- Ensure that data encryption and key management practices adhere to security standards.
- Lead testing initiatives and proactively monitor systems to ensure high uptime and performance.
- Handle day-to-day system issues and work with the team to resolve technical challenges.
- Ensure system health, perform regular checks, and proactively monitor system performance to prevent issues.
- Contribute to planning and execution of infrastructure-related IT projects, driving improvements in payment processing systems.
- Assist in settlement and reconciliation processes, ensuring compliance with industry standards.
- Provide reports to management for operational visibility and process improvements.
- Collaborate with senior staff for process improvements and ensure regular reporting on operational performance.

Hard Skills:

- **Payment Systems & Card Networks:** Knowledge and experience with national payment switches, national payment switch application, ecommerce platforms, and card networks such as Visa, MasterCard, and UPI.
- **Payment Gateway & Switch Certification:** Expertise in testing, certification, and integration with payment systems, including POS, card, and ecommerce gateways
- **HSM Key Management:** Proficient in generating and managing HSM keys for security in financial transaction systems and UAT/Production environments

- **System Testing & Integration:** Expertise in SIT and UAT testing for new features, requirements, and projects related to payment systems.
- **System Monitoring Tools:** Ability to use monitoring tools to proactively detect and resolve system issues before they affect operations, ensuring seamless system operations.
- **Data Management & Backup:** Strong skills in managing data backups and ensuring the integrity and security of payment system data. Ability to perform health checks on systems and databases, ensuring they remain functional and optimized.
- **Scripting & Automation:** Proficiency in scripting (e.g., shell, Python) for system automation and maintenance tasks.
- **Payment Gateway Integration:** Experience in integrating and managing ecommerce payment gateways and transaction systems.
- **Database Management:** Proficiency with SQL, Oracle databases, and related scripting technologies to support backend system operations.
- **Reconciliation & Dispute Resolution:** Knowledge of settlement, reconciliation, and dispute resolution processes within digital payment systems.
- **Security & Compliance:** Knowledge of payment card industry standards (e.g., PCI-DSS) and regulatory compliance requirements for payment systems.
- **Reporting & Documentation:** Ability to generate reports and maintain comprehensive documentation for system status, performance, and incidents.

Soft Skills:(Switch, Ecommerce)

- **Problem-Solving:** Strong analytical and troubleshooting skills to identify and resolve complex system issues in real-time.
- **Collaboration:** Ability to work effectively with other teams, vendors, and stakeholders to resolve issues and enhance system performance.
- **Attention to Detail:** High attention to detail, particularly when performing testing, system health checks, and handling critical financial transactions.
- **Communication:** Ability to effectively communicate technical issues and solutions with both internal teams and external stakeholders.
- **Collaboration:** Works well in a team environment, collaborating with internal teams, external vendors, and member banks to address issues.

- **Time Management:** Ability to manage multiple tasks, prioritize, and meet deadlines in a fast-paced environment.
- **Adaptability:** Ability to quickly adapt to new technologies and processes as the digital payment landscape evolves.
- **Leadership Potential:** Although not a managerial role, candidates should be proactive, showing leadership potential and a willingness to mentor junior team members.
- **Customer-Focused:** Ability to provide excellent technical support to member banks, merchants, and stakeholders, ensuring smooth operations for all parties. Strong focus on supporting member banks and merchants to ensure smooth integration and transaction flow.
- **Proactivity:** Able to identify potential system risks or improvements and act upon them before they become issues.
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Job Specification:

- Bachelor's degree in Computer Science, Information Technology, or a related field (preferred).
- Certifications in Linux, Web Development, Database (SQL & Oracle), and Scripting (preferred).
- Minimum of 2–3 years of experience in IT system management, particularly in FinTech and Banking Digital Payment (Card & Switching).

- Experience working with card networks (Visa, MasterCard, UPI) and digital payment platforms (e.g., payment gateways, Ecommerce).
- Experience in managing or working with payment processing technologies, APIs, and system integrations and strong understanding of National Payment Switch, Ecommerce Payment Gateway architectures and integrations with merchant websites.
- Knowledge of transaction processing, payment methods, and payment security standards (e.g., PCI DSS).
- Proficiency in managing and troubleshooting enterprise-level systems, particularly in high-transaction environments.
- Strong understanding of network configurations, firewalls, secure communication protocols, database management, and software development
- Proficiency in programming languages like Java, Python, or PHP, especially for payment integrations or custom development.
- Familiarity with encryption methods, secure authentication, and fraud prevention measures.
- Familiarity with relational databases (e.g., MySQL, Oracle) and ability to perform database optimization and management.
- Experience with NoSQL databases (e.g., MongoDB, Redis) is a plus.
- Experience with cloud computing platforms (e.g., AWS, Azure) and their application in ecommerce solutions is a plus.
- Ability to manage and lead projects, working with cross-functional teams to ensure successful delivery of ecommerce solutions.
- Knowledge of transaction protocols (e.g., 3D Secure, Tokenization) and experience with payment gateway integration is a bonus.

Benefits

- Bonus
- Meal & 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)

before **31th March 2025**.