

Support Analyst

JOB DESCRIPTION

OCTOBER 2021

TRANSACTIONJUNCTION.CO.ZA

About us

If you live in South Africa and make regular card or digital payments, chances are, you regularly use Transaction Junction's platform. We are a Switch, meaning we create the connection between all the necessary parties involved in a transaction to ensure that it is done quickly, securely and that the regulatory requirements are taken care of. We are a proudly South African company, based in Century City, Cape Town, with around 90 amazing employees who all work together towards a common goal.

We process more annual transactions than any of our competitors (in excess of 2 billion), have had zero downtime since 2013, we integrate into over 50 POS systems, and support over 45 payment methods to ensure that payment acceptance is never a limit for our customers. We have great relationships with our customers, the banks, our payment partners and importantly, our fellow team-mates.

We continuously develop our technology to deliver a reliable and industry-leading product offering for the ever-changing payment landscape, and we pride ourselves with excellent customer service. We don't accept limitations to what we can achieve and if the available technology has not caught up, we create our own.

We check all the boxes...Discovery Medical Aid, Group Life Insurance, job stability, competitive salaries, educational advancement assistance, our own in-house barista, free lunches and drinks on Fridays, a fully functional kitchen, an open-door policy, and a fantastic company culture.

We are employee-focussed and reward, empower and uplift our staff. We believe that our people are our greatest asset, and that happy employees deliver the best quality work. We work hard, we celebrate the wins and we believe in the power of teamwork.

50 Reasons

why we love working at TJ

We asked our staff what makes TJ an awesome place to work, and this is what they said...

1. Fantastic team culture across all areas
2. Retirement fund
3. Discovery Medical Aid
4. Group Life cover
5. Competitive remuneration
6. Disability cover
7. Funeral cover
8. Annual bonuses
9. Long term incentives
10. Job security (even during the COVID-19 pandemic, our business has thrived, and there was not a single retrenchment)
11. We continually reward, promote, and upskill our staff
12. COVID-19 compliant (we have sanitisers everywhere, wear masks, test temperatures, employees log their health status through the Comply app, practice social distancing etc)
13. Work from home option
14. Educational advancement assistance
15. No clock watching
16. Open communication channels
17. Annual leave, study leave, family leave, parental leave, sick leave, and you get the day off on your birthday! (or any day during your birthday month)
18. We have our own in-house Barista who makes free world-class coffees and hot chocolate
19. Free lunches every Friday
20. Regular company social events
21. Friday drinks
22. We believe in the power of teamwork
23. Beautiful office environment with scenic views
24. Fully functional kitchen
25. Freedom of Religion and Culture, and respect for one another's beliefs
26. Flat company structure
27. Help is there whenever it is needed
28. "Even though leadership is as old as the hills, they are still young at heart"
29. Casual dress code "Wear whatever you want Mondays Tuesdays Wednesdays Thursdays Fridays"
30. Continuous internships
31. Supports local NGOs without thinking twice!
32. Management development
33. Continuous growth of people and processes to ensure that we remain current
34. Healthy company wellness program
35. We take part in MyRun
36. "One of our GM's has the wit of John Cleese and the other has the fashion sense of Miley Cyrus"
37. Cool company-branded kit
38. Open plan office with private break-away rooms
39. Plenty of parking with friendly security guards
40. Very central office, close to highways and Canal Walk for convenience
41. Options to study and better ourselves and improve our knowledge
42. There is a real focus on innovation
43. Great colleagues - they are truly awesome
44. "I have never worked at a company that is this interested in its customers"
45. We have a strong mission statement and live by it
46. Open door policy when wanting to speak to the MD or GM's
47. We are one team, and we all feel the joy and pain when things go well and when they go wrong
48. We truly have a genuine care for people
49. Although growing at a rapid rate, the family feeling has never left the building
50. We own our responsibilities and take pride in our company

JOB PURPOSE

Primary purpose of the role is to lead the operational support of the production environments, implementations, and ensuring continuous improvement of preventative and proactive measures to enable system stability.

RESPONSIBILITIES

TECHNICAL SUPPORT

- Effective resolution of escalated issues via thorough root cause analysis and effective resolution and / or providing concise reporting.
- Internal change requests are submitted and followed up on for repeated requests or issues
- Provide 2nd and 3rd level support functions for the real-time environment
- Ensure production platforms are reviewed periodically and maintenance and housekeeping is performed
- Identify enhancements to improve supportability, operability and performance of systems
- Maintain the internal servers and perform day-to-day IT admin tasks
- Track and report on incidents
- Conduct SQL scripting and DB maintenance
- Work independently to troubleshoot all support requests and follow escalation policies
- Implementations of software and patches

CUSTOMER SERVICE

- Provide after-hours support according to a standby schedule
- Provide resolution for support requests to customers, according to the Service Level Agreement
- Configure, troubleshoot, isolate, repair, and resolve all customer issues
- Ensure effective communication of planned and unplanned outages to customers within SLA.
- Ensure alerts or escalations to Tech Ops are resolved timeously and communicated to requestors within SLA.
- Establish and maintain a positive professional relationship with customers
- Prepare and conduct customer training as requested
- Adherence to SLA to ensure consistent and predictable service delivery
- Support tactical and strategic goals of the operations team
- Provide training and mentoring for support team members, including escalated support requests

WORK COLLABORATIVELY

- Build a culture of respect and understanding across the organisation
- Recognise outcomes which resulted from effective collaboration between teams
- Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation
- Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions

TEAM MANAGEMENT

- Through effective inspirational leadership, facilitate the creation of accountable, full-service teams who understand and strive to meet the needs of all stakeholders
- Role model behavior and motivate team members in line with the core values
- Take full responsibility for performance of all direct reports, motivating and managing them in relation to quality standards and agreed benchmarks and objectives, focusing on all aspects of sound people management:
- Provide support and guidance on career path planning, on-the-job training, coaching and mentoring to direct reports

SELF-MANAGEMENT

- Set an example through personal quality and productivity standards and ways of working with others.
- Demonstrate consistent application of internal procedures. Plan and prioritise, demonstrating abilities to manage competing demands.
- Demonstrate abilities to anticipate and manage change. Demonstrate flexibility in balancing achievement of own objectives with abilities to understand and respond to organisational and team needs.

LEADERSHIP

- Be an effective inspirational leader to facilitate the creation of motivated, accountable, full-service teams who understand and strive to meet the needs of all stakeholders.
- Coach, counsel and train digital team, operational managers and staff to apply, support, sustain and develop a continuous improvement culture.
- Role model behaviour and motivate team members in line with the Blue Label Telecoms values and ethos.
- Guidance of others and active development of self to improve on their technical and communication abilities so that capabilities and deliveries are better understood and thus trusted and applied through the business.
- Translates strategy into goals for performance and growth helping to implement organisation-wide goal setting, performance management, and annual operating planning.
- Identify the capabilities needed to meet the current and emerging business needs of the organisation. Evaluate current capabilities, identify gaps, and prioritize development activities

BEHAVIOURAL COMPETENCIES

CUSTOMER FOCUS

Building strong customer relationships and delivering customer-centric solutions.

INSTILLS TRUST

Gaining the confidence and trust of others through honesty, integrity, and authenticity.

CULTIVATES INNOVATION

Creating new and better ways for the organisation to be successful.

COLLABORATES

Building partnerships and working collaboratively with others to meet shared objectives.

SITUATIONAL ADAPTABILITY

Adapting approach and demeanour in real time to match the shifting demands of different situations.

BUSINESS INSIGHT

Applies knowledge of business and the marketplace to advance the organization's goals. For example, shows considerable business insight, beyond the fundamentals. Asks probing questions and draws on a variety of sources to gain insight and to explore business drivers or industry trends.

MANAGES COMPLEXITY

Makes sense of complex, high quantity, and sometimes contradictory information to effectively solve problems. For example, quickly determines the most critical data and focuses analysis there; recognizes even subtle symptoms that indicate problems; probes deeply for root causes; uses systematic problem-solving methods. well.

PLANS AND ALIGNS

Plans and prioritizes work to meet commitments aligned with organizational goals. For example, adopts a sequence of activities that allows for optimal efficiency and effective coordination with others. Makes skillful use of resources and support to deliver efficient, high-quality work.

BALANCES STAKEHOLDERS

Anticipates and balances the needs of multiple stakeholders. For example, draws upon insights from varied sources to gain a rich understanding of how to meet the needs of multiple internal and external stakeholders. Probes deeply in order to gain a rich, detailed grasp of the priorities of different stakeholders; takes initiative to respond to stakeholder problems.

DRIVES RESULTS

Consistently achieves results, even under tough circumstances. For example, devotes considerable effort to surpassing goals and achieving the best possible results; goes above and beyond to achieve excellence. Drives ahead with great focus when faced with obstacles and setbacks; maintains productivity and a positive attitude.

ENSURES ACCOUNTABILITY

Holds self and others accountable to meet commitments. For example, holds self to high standards and consistently honors policies, procedures, and work requirements. Scrupulously ensures all work is correct.

FINANCIAL ACUMEN

Interprets and applies key financial indicators to make better business decisions. For example, swiftly assembles and fluently interprets the financial data and metrics relevant to the role. Draws rich insights from financial and quantitative data. Adheres to relevant budgetary guidelines.

BUILDS EFFECTIVE TEAMS

Builds strong-identity teams that apply their diverse skills and perspectives to achieve common goals. For example, consistently emphasizes and advocates for the team's common goals and priorities. Volunteers promptly to help others and goes the extra mile to ensure the team's success. Recognizes everyone's contributions to the team.



EDUCATION

Post graduate qualification in Information Technology or similar

EXPERIENCE

Minimum 2-4 years' experience in similar role

Experience of financial transaction processing or the Postilion Application suite advantageous

TO APPLY:

Send your cover letter and CV through to vacancies@switch.tj or apply on <https://transactionjunction.co.za/fintech-careers/>

[TRANSACTIONJUNCTION.CO.ZA](https://transactionjunction.co.za)