

# Operations Analyst

First Atlantic Commerce Limited (FAC), currently invites applications for the position of Operations Analyst. The successful candidate will be responsible for pre and post implementation support to First Atlantic Commerce worldwide clients for credit/debit card online, multicurrency payment processing solutions.

## Key Job Accountabilities:

- Maintaining client information including setting up new merchant clients in the FAC systems/databases
- Assisting with FAC's system fixes, upgrades, testing and change control management procedures
- Coordinating all client implementation & integration activities with internal teams, Bank and processors including Verified by Visa and MasterCard SecureCode implementations
- Acting as liaison between the business development and technical teams
- Performing all client web site & payment process testing and certification
- Training clients in the use of FAC systems and card processing procedures
- Updating all client system user documents, procedures and compliance policies
- Monitoring daily client transaction activity for abnormal or suspicious activity processing
- Working as an integral member of the Operations team to provide requirements for client/user web based reports and services, including analysis, design and implementation testing
- Providing first level helpdesk client support, provide on-going client support, responding to requests and problem resolution in a timely manner
- Managing and maintaining FAC Operations Integration and Incident Tracking Database
- Providing first level back-office systems support and manage issues to resolution
- Providing status reports on client issues to management upon request
- Providing out of hours support on a rotating 24x7 basis, as required

## Key Job Requirements:

- Bachelor's degree in Information Technology or related field plus 2 years relevant experience
- Experience in providing first level client support for online credit card processing
- 2 years of industry knowledge and experience working with e-commerce and card payments
- Competency in working with Windows 8, and Microsoft Office applications is essential
- Experience in data analysis using database SQL would be an advantage
- Aptitude and willingness to gain more knowledge of e-commerce acquiring and ability to apply new skills effectively on the job
- Effective problem-solving, written and oral communication, organization and excellent customer service skills.
- Ability to work amicably in a multi-functional team environment, manage multiple tasks and meet deadlines
- Flexibility to work non-standard work hours as required to support FAC's worldwide clients and operations

Please submit a detailed cover letter and resume no later than February 5th 2014 to:

Human Resource Manager - FAC  
Performance Solutions Limited  
Suite 350, 48 Par la Ville Road, Hamilton HM 11  
Email: HR@psolutions.bm Ph: 441-232-5270

We sincerely thank all applicants for their interest. Only those candidates under consideration will be contacted.  
First Atlantic Commerce is an equal opportunity employer.