

Position – Manager (Deputy Section Head-Issuer Switching Technology/ Ecommerce)

Report to –Head of IT

Job Description

Key Responsibilities:

- Ensure the stable, secure, and uninterrupted operation of MPU systems, including the National Payment Switch (IST) and the MPU E-commerce Payment Gateway, with robust data backup, integrity, and high availability.
- Provide **testing, certification, and technical support** to member banks for:
 - Bank Switch
 - POS systems
 - Card certification
 - E-commerce Payment Gateway
 - International card schemes
- Generate, manage, and maintain **HSM (Hardware Security Module) keys** for NPS and E-commerce systems in both **UAT and Production environments**.
- Participate in **System Integration Testing (SIT)** and **User Acceptance Testing (UAT)** for new requirements, enhancements, and projects driven by member bank needs.
- Resolve **integration, transaction, and operational issues** raised by member banks and merchants, ensuring seamless communication and transaction flow between MPU systems and external platforms.
- Perform **regular system and database health checks** on the National Payment Switch to ensure optimal performance, stability, and reliability.
- Utilize system **monitoring tools** to proactively identify, analyze, and resolve potential issues before they impact services or end users.
- Analyze daily operational issues and provide **recommendations for system optimization and process improvements** to senior management.
- Prepare and deliver **daily, weekly, and monthly operational reports** covering system status, incidents, performance metrics, and overall system health.
- Support and contribute to **IT infrastructure projects**, including system upgrades, enhancements, and technology changes.

- Assist in **settlement, reconciliation, and dispute resolution processes**, ensuring accuracy, timeliness, and compliance with MPU standards and relevant regulations.
- Carry out **daily operational duties** and other tasks assigned by the **Head of IT** and **Deputy Head of IT**.

Job Scope – Manager (Deputy Section Head-Issuer Switching Technology/ Ecommerce)

- Oversee, operate, and maintain systems related to the **National Payment Switch (NPS)** and **MPU E-commerce Payment Gateway**, ensuring stability, security, and high availability.
- Provide technical support to **member banks** for system integration, certification, and performance-related issues.
- Ensure compliance with **data encryption, key management, and security standards**, including proper handling of cryptographic keys.
- Lead and support **testing activities**, while proactively monitoring systems to maintain high uptime and optimal performance.
- Manage day-to-day operational and technical issues, coordinating with internal teams to resolve incidents efficiently.
- Perform regular **system health checks** and continuous monitoring to identify and prevent potential service disruptions.
- Contribute to the **planning and execution of infrastructure and system enhancement projects**, supporting continuous improvement of payment processing platforms.
- Support **settlement and reconciliation processes**, ensuring accuracy, timeliness, and compliance with applicable industry and regulatory standards.
- Prepare and submit **operational and performance reports** to management, providing insights for decision-making and process optimization.
- Collaborate closely with senior management and stakeholders to **recommend and implement process improvements** and ensure consistent operational reporting.

Hard Skills for Manager (Deputy Section Head-Issuer Switching Technology/ Ecommerce)

- Strong expertise in **National Payment Switch (NPS/IST)** operations and **E-commerce Payment Gateway** systems, ensuring high availability, security, and performance.
- In-depth knowledge of **payment transaction processing flows**, including authorization, clearing, settlement, reconciliation, and dispute handling.
- Hands-on experience with **card payment ecosystems**, including **MPU, Visa, MasterCard, UPI**, and other international card schemes.
- Proficiency in **system integration, testing, and certification** for:
 - Bank Switches
 - POS systems
 - Card issuing and acquiring systems
 - E-commerce and payment gateway platforms
- Strong understanding of **cryptographic key management**, including **HSM operations**, key generation, rotation, and secure handling in UAT and Production environments.
- Solid knowledge of **payment security standards** such as **PCI DSS**, encryption techniques, tokenization, 3D Secure, and secure authentication mechanisms.
- Experience in **system monitoring, incident management, and performance tuning** in high-transaction, high-availability environments.
- Proficiency in **Linux/Unix systems**, web technologies, and enterprise system administration.
- Strong database skills, including **SQL, Oracle, MySQL**, database health checks, tuning, backup, and recovery.
- Working knowledge of **programming and scripting languages** such as **Java, Python, or PHP** for integrations, automation, and troubleshooting.
- Familiarity with **network architecture**, firewalls, secure communication protocols, APIs, and middleware integration.
- Exposure to **cloud platforms** (AWS, Azure) and their use in payment or e-commerce solutions is an advantage.
- Experience supporting **system upgrades, enhancements, and infrastructure projects** within regulated financial environments.

Soft Skills for Manager (Deputy Section Head-Issuer Switching Technology/ Ecommerce)

- Strong **problem-solving and analytical skills**, with the ability to quickly identify root causes and recommend effective solutions.
- Excellent **communication skills**, enabling clear coordination with member banks, merchants, vendors, and internal teams.
- Proven ability to work under pressure in **mission-critical, 24/7 operational environments** while maintaining service stability.
- Strong **stakeholder management skills**, with the ability to balance technical requirements, business needs, and regulatory compliance.
- High level of **attention to detail**, particularly in transaction accuracy, system security, and operational reporting.
- Effective **leadership and mentoring skills**, capable of guiding junior staff and supporting team development.
- Good **planning and organizational skills**, ensuring timely completion of operational tasks, testing activities, and project deliverables.
- Proactive mindset with a focus on **continuous improvement**, system optimization, and process enhancement.
- Strong sense of **responsibility, integrity, and confidentiality**, especially when handling sensitive payment and security data.
- Ability to collaborate effectively with **cross-functional teams** and senior management to support strategic IT and payment initiatives.

Job Specification – Manager (Deputy Section Head-Issuer Switching Technology/ Ecommerce)

- Bachelor's degree in Computer Science, Information Technology, or a related discipline (preferred).
- Professional certifications in Linux, Web Development, Database technologies (SQL, Oracle), and scripting is an advantage.

- Minimum of 3–5 years of hands-on experience in IT system management, with a strong focus on FinTech and Banking Digital Payment systems (Card & Switching).
- Practical experience working with card networks such as Visa, MasterCard, and UPI, as well as digital payment platforms including payment gateways and e-commerce solutions.
- Proven experience in payment processing technologies, APIs, and system integrations, with a strong understanding of National Payment Switch and E-commerce Payment Gateway architectures, including integrations with merchant websites.
- Solid knowledge of transaction processing flows, payment methods, and payment security standards (e.g., PCI DSS).
- Strong capability in managing, monitoring, and troubleshooting enterprise-grade systems in high-transaction and high-availability environments.
- In-depth understanding of network configurations, firewalls, secure communication protocols, database management, and software development principles.
- Proficiency in programming languages such as Java, Python, or PHP, particularly for payment integrations or custom system development.
- Good knowledge of encryption techniques, secure authentication mechanisms, and fraud prevention controls.
- Hands-on experience with relational databases (e.g., MySQL, Oracle), including database administration, tuning, and optimization.
- Exposure to NoSQL databases (e.g., MongoDB, Redis) is an added advantage.
- Experience with cloud platforms such as AWS or Azure and their application in e-commerce or payment solutions is a plus.
- Ability to manage and contribute to projects, collaborating effectively with cross-functional teams to ensure timely and successful delivery of e-commerce and payment solutions.
- Knowledge of payment transaction protocols such as 3D Secure and Tokenization, with prior payment gateway integration experience, is a bonus.

Benefits

- Meal & Transportation Allowance

- Organizational refreshment
- Learn new skills on the job

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 **23rd January 2026**.