

## Implementations Engineer – KZN

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### What we do:

Innervation PAN African Payments is a leading PCI-compliant payment and switching business with over 20 years domain experience in providing streamlined, integrated payment solutions and value-added services to all tiers of retailers, as well as the broader financial services sectors in South Africa, Lesotho, Swaziland, Namibia, Botswana, Zambia and Kenya.

### Our **Vision**:







To be the preferred provider and enabler of innovative payment, customer engagement and value added services to retail, financial services providers and mobile network operators in Africa, primarily by utilising our own enablement IP for transaction acquisition and omnichannel integration, that adds value to our customers and their consumers alike.

### Our **Focus**:

We are focused on the following Payment and Value Added Services across all channels:

- Payments
  - Card transaction processing and switching (integrated / standalone terminal)
  - Alternative payments – Mobile / QR / NFC etc
  - Compliance based payment solutions
  - Payment Insights
- Customer Engagement: Gift Card, Virtual Vouchers & Loyalty, e-Receipting, Shopper Marketing & Insights
- Commodity VAS: Airtime & Virtual Products
- Reconciliation and Settlement
- Card and Account Management

## What we believe in:

-  Teamwork
-  Integrity
-  Learning
-  Accountability
-  Innovation
-  Fun

## Job Description

Actively assist with and implement all services offered to new Innervation clients during the installations and incubation period, ensuring client satisfaction, before handing the services over to the Operations Team. Implementations Engineers work on a monthly rotation basis around the three major roles of Implementations i.e. File Creation Technician, Deployment Technician, Incubation Technician.

## Duties

Duties will include, but not be limited to:

- Create all files required for installation.
- Create and configure Product Definitions/Installations.
- Ensure that Product Definitions/Installations are supplied well before the installation date.
- Ensure all required information has been accurately captured:
  - New installation or additional service.
  - Site details e.g. name.
  - Contact details.
  - Number of lanes to be affected by new changes.
  - Services requested and signed for by client.
  - POS details (TEP certified or 4.5.1), including technician contact details.
  - Pin Pad Device type e.g. Vx820.
  - Pin Pad connectivity e.g. Ethernet or Serial.
  - Client's banking details
  - Connectivity to be used at the site for communication e.g. ADSL and/or backup connectivity
  - PC requirements i.e. Operating System and bit number
  - SecureEdge details e.g. IP address
- Review files and distribute to correct technician i.e. deployment or incubation.
- Assist Deployment technician only if core duties are not impacted.

- Ensure timeous handling of calls.
- Morning checks:
  - Check all job cards in the deployment phase on each day.
  - Ensure that installation dates are correct.
  - Confirm that all labels are correct.
- Daily check:
  - Contact stores due for installation on each day.
  - Post updates on Trello if installation is delayed.
  - Reschedule installations to next available slot.
  - Follow up with merchants on the “CONFIRMATION REQUIRED” list on Trello and post update.
  - Follow up with merchants on the “INSTALL DATE MISS” list on Trello and post update.
- Weekly
  - Complete weekly installation checklist and give feedback.
  - Move all tickets marked “COMPLETE” to the archive list on Trello.
- Monitor all movement and track anything that has been missed or incorrectly scheduled.
- Follow up and reschedule missed/delayed installations.
- Request a new installation date from Administrator for merchants who have been moved to “TBC” and update ticket on Trello and Synergy.
- Update (email) relevant Administrator about delayed installation with the name of the merchant being moved to “TBC” on Trello and the reason for the delay.
- On-site installations will be required at times.
- Report any PCI Risks immediately to direct line management and inform customer. Escalate to executive management for installation approval.
- Ensure that resolutions are understood by the client and that they are satisfied with the resolution supplied.
- Monitoring and troubleshooting of Installations
- Monitoring and troubleshooting of clients currently in Incubation period
- Ensuring Recon is occurring after Installations
- Monitor and troubleshoot installations.
- Monitor and troubleshoot clients currently in Incubation period.
- Ensure recon occurs after installations.
- Ensure that resolutions are understood by the client and that they are satisfied with the resolution supplied.
- Perform handover to operations after incubation period.
- Report on merchants that are currently in incubation and the status thereof.

- Ensure TMS views are sent out daily.
- Investigate any TMS issues.
- Update the Scrum board with new tickets that have been logged.
- Only keep EFT and services (Airtime, RCS, cashback, etc.) in Synergy.
- Teething phase:
  - Ensure TMS views are received.
  - Monitor management console to check store health.
- Incubation phase:
  - Monitor store for issues.
  - Handle all calls logged to incubation.
- Final stretch:
  - Follow up with store and get feedback on trading.
  - Finalise all documentation.
- Handover:
  - Upload file to Wiki-page.
  - Close Synergy ticket.
  - Move Scrum ticket to 'DONE.'
- Extended incubation (can happen after any phase):
  - Update Synergy with reasons for extension and extension due date.
- Service confirmation:
  - Follow up with client on whether they have used the services and how well they are working.
  - Check Switch for service transactions.
  - Close Synergy ticket.
- Compile installation reports.
- Load software/keys and configure Pin Pad Devices.
- Ensure loading of software/keys meets PCI requirements guidelines.
- Test Pin Pad Devices.
- Send training manuals (EFT, Gift Card, Web Recon and Support Documents).
- Standby support for implementations occurring outside of office hours.
- Ensure that escalations happen accordingly when problems arise.
- Ensure all calls are dealt with within SLA and that tickets logged on Synergy.
- Ensure all calls are updated regularly with accurate information so that the client can be updated by the helpdesk if required.
- Monthly handover:
  - Handover current phase (File Creation, Deployment or Incubation) and update technician on current status when monthly role rotation occurs.

### **Key skills and experience:**

- N+
- Navigating and operating any system e.g. Windows & Linux
- Windows (desktop environment), Windows Server 2008, Linux Red hat and CentOS
- Network level troubleshooting
- Scripting on any Operating System
- SQL database systems
- Full MS Office suite
- Remote support methods e.g. team viewer, VNC viewer

### **Minimum technical competencies**

- Matric (NQF level 4 with IT related subjects)
- Tertiary Education in the IT Industry
- 1 – 2 years technical experience in the IT Industry

### **The Package**

Market Related

### **Contact**

Suitably qualified applicants are requested to submit a detailed CV by email to [humancapital@innervation.co.za](mailto:humancapital@innervation.co.za). Kindly note that only short listed candidates, who meet the position requirements, will be invited to participate in an interview.