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| **Job Title** | **System Engineer, Support and Implementation** |
| **Reporting To** | **Technical Manager, Support and Implementation** |
| **Location** | **Amman, Jordan** |

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| **Job Purpose** |
| * Provide first line technical Support for POS terminal products, software and solutions.
* Assist team leader in POS Terminal project implementation and delivery.
* Provide 24x7 support to customers inside and outside Jordan by responding to customer calls via phone calls, help desk, and e-mail.
* Investigate, troubleshoot and analyse software and hardware problems reported by customers, in case diagnosis is not straightforward suggest an elimination procedure to isolate the cause of the problem. Consult with superior if problem is not diagnosed & recommend a remedy.
* Conduct certifications and Implementation of new Host Interfaces with POS Network controllers and infrastructures.
* Deliver technical training sessions and guidance on POS terminal products, systems and solutions.
* Execute User Acceptance Test (UAT) and EMV certifications and testing programs on POS terminal Applications.
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| **Main tasks and responsibilities** |
| * Technical Support on POS terminal products
* Problem Analysis and Troubleshooting
* POS Application Testing and Certifications
* Customer Training
* POS Network Implementations and Support
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| **Required Knowledge & Experience** |
| * 2-5 years of experience in related field.
* Bachelor degree in Computer or Engineering.
* Experience in Customer Support in IT-Relevant environment is required ((preferably banking)
* Solid Experience in Computer Networking and security is required.
* Experience in supporting Microsoft Windows Server is required.
* Experience in supporting RHLE or CentOS Linux OS r is preferred
* Experience Microsoft SQL Server administration is required.
* Experience in JavaScript, XML, JSON is a plus.
* Experience in FinTech, Digital payments, financial transaction standards (ISO8583), and POS terminal projects and certifications is plus.
* Very good command in English.
* Good Communication Skills.
* Technical Writing Skills.
* Testing and Troubleshooting skills
* Capable and willing to travel on Short-period Business trips outside Jordan.
* Available for 24-hour by 7 days a week support.
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