

PEOPLE'S BANK

People's Bank, a premier bank in Sri Lanka with the largest customer base providing innovative financial solutions to its diversified clientele for over six decades and as a conducive environment for those who strive to achieve excellence and believe in professionalism, the bank is looking for talented & dynamic individuals to fill the following supportive position.

MANAGER – CARD MANAGEMENT SYSTEMS

The Manager – Card Management Systems is responsible for overseeing all card management systems and switching systems, ensuring seamless operations and compliance with payment schemes such as VISA and MasterCard, LankaPay, JCB etc. This role involves managing the end-to-end lifecycle of card products, from issuance to transaction processing, while maintaining high standards of security, efficiency, and customer satisfaction.

DUTIES AND RESPONSIBILITIES

- Collaborate with card-related teams to manage incidents and ensure compliance with VISA and MasterCard regulations.
- Oversee day-to-day configurations of card-related applications to meet business requirements.
- Supervise patch deployments and system upgrades for card management systems.
- Enhance card management processes, focusing on digitalization and process optimization.
- Generate and analyze management reports to support card-related decision-making.
- Provide technical and operational assistance to the card center team to resolve customer issues.
- Complete CIQs and other forms required by Visa and MasterCard for new implementations.
- Analyze IT requirements and coordinate with payment schemes for integrations.
- Plan and organize training sessions for staff on new systems and compliance processes.
- Research, recommend, and implement new technologies and system improvements.
- Inform stakeholders of scheduled system downtimes and their impact.
- Liaise with vendors and service providers to ensure the delivery of high-quality services.
- Negotiate contracts and manage relationships with key stakeholders.
- Monitor vendor performance and address any issues promptly.
- Availability to work outside regular business hours as needed.

EXPECTED QUALIFICATIONS

- Bachelor's or Master's degree in Information Technology, Finance, Business, Operations, or Engineering.
- Card-related certifications, such as those provided by VISA or MasterCard, are strongly preferred.

REQUIRED EXPERIENCE

- Minimum 3 years' experience in managing Prime4-related applications or equivalent card management systems.
- Minimum 3 years' experience in working with payment schemes such as VISA, MasterCard, and CUP.
- Proven experience in leading and managing card-related (credit / debit) projects.
- Expertise in handling related payment scheme simulators and certification processes (Terminal and Host).
- Comprehensive knowledge of (credit / debit) card transaction flows, including integration with core banking, ATM switches, NAC, and digital channels.
- Advanced understanding of POS systems and e-commerce components in transactions.
- Knowledge in PCIDSS

AGE

- Preferably below 40 years as at the application closing date

METHOD OF SELECTION

Shortlisted applicants based on the stipulated qualifications will be called for an interview. The appointment will be made on contract basis and performance will be evaluated annually.

REMUNERATION

An attractive and negotiable remuneration package commensurate with qualifications and experience will be offered to the selected candidate.

APPLICATIONS

Please send details of achievements and experience relevant to the job applied for together with your curriculum vitae along with copies of certificates and contact numbers of two non-related referees. The post applied for should be stated in the subject line of the Email and should reach the Email Address: itreruit@peoplesbank.lk on or before 03.03.2025.

An Email confirmation of receipt will be sent upon the receipt of the curriculum vitae. In the event a confirmation has not been received within a reasonable period of time, you may inquire regarding the application on telephone numbers 0112481542/0112481416.

All applications will be treated in strict confidentiality and any form of canvassing will be regarded as a disqualification. All incomplete and Non - complying applications will be rejected.

The Bank reserves the right to decide the number of vacancies, postponement or cancellation of recruitment or on any other information not included in the advertisement.

Deputy General Manager (Human Resources)
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