Job Description	
Position	Manager, Product Development
Department	MyDebit
Division	Card Services

SUMMARY OF RESPONSIBILITIES

The Manager supports the Head of Department to promote MyDebit Card-Not-Present (CNP) solution acceptance by the issuers, acquirers, payment gateway providers and e-commerce merchants leveraging on the EMV 3-D Secure protocols, including to oversee the implementation of the EMV 3DS Directory Server and the integration between Access Control Server (Issuer), Acquirer Server and 3DS Requester (Merchant)

KEY AREAS OF RESPONSIBILITIES

1. Develop and execute the go-to-market strategy to promote MyDebit CNP acceptance by MyDebit participating issuers and acquirers, as well as payment gateway providers and e-commerce merchants

2. Deliver the business target and maintain a good working relationship with the stakeholders to ensure smooth adoption of MyDebit CNP

3. Coordinate with internal stakeholders to develop the implementation plan and/or mandate the participating issuers to support MyDebit CNP and to solicit key payment gateway providers and merchants, as well as acquirers to accept MyDebit CNP

4. Build MyDebit CNP solution acceptance and awareness to consumers and e-commerce merchants through engagement with internal Merchant Sales and Marketing section and to lead MyDebit CNP marketing programs with targeted key merchants

5. Provide technical support as part of Issuer, Acquirer and Payment Gateway admission process

6. Lead the execution of System Integration Testing as part of Issuer, Acquirer and Payment Gateway admission process

7. Lead the execution of System Integration Testing for any fixes for production issues, any enhancements to the application and any new services introduced

8. To ensure all necessary steps have been performed in SIT environment before the application is deployed in UAT and in Production environments.

9. Lead the troubleshooting of production issues. Work with vendors to resolve issues

10. Notify superiors about potential problems associated with the application, and if necessary, provide suggestions on how to overcome the problems

11. To be aware of and uphold their security responsibilities as stated in the company's Information Security Policy

12. To ensure all the information asset processing and day-to-day activities are based on the company's Guidelines on Information Handling and Security Classification.

13. To comply with the Secure Programming Guidelines in any new development and enhancing existing application

14. Grow MyDebit CNP adoption in line with business target and to actively explore opportunity to enhance the CNP solution to achieve competitive advantage amongst other competition

15. Identify potential key payment gateway providers and e-commerce merchants and to sell the benefits of MyDebit CNP acceptance and ensure MyDebit "Default Routing" is adopted and maintained

16. Preparation of sales presentation deck for engagement with targeted payment gateway providers and e-commerce merchants and to follow-up on action items after new business deals are closed

17. Respond to tactics of competing international debit card schemes to migrate traffic away from MyDebit with action plans for execution and business propagation

18. Protects organization's value by keeping information confidential.

19. Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations

20. Build and enhance business relationship with the issuers, acquirers, payment gateway providers and e-commerce merchant partners and to provide continuous business support to them by adhering to the agreed requirements in the service level agreements

21. Develop strong product differentiation through market research and benchmarking, carry out competitor and SWOT analysis, create public awareness of MyDebit CNP including constructing appropriate pricing strategy and carry out research and market survey

22. Keep abreast with the trends in Digital segment to explore future enhancement to solution and new market opportunity

23. Other ad-hoc projects as assigned

TECHNICAL COMPETENCIES

- Technical Analysis & Programming

- System configurations

- Trouble Shooting and Problem Solving

- Issue/Problem Management

- System and process flow design and documentation

Additional requirements

- Knowledge in secure programming guideline is an advantage

- Exposure to the banking or finance industry and card payment application technology is an added advantage

- Able to work independently with minimum supervision

- Results oriented

QUALIFICATIONS

Minimum Qualifications

- Degree in business or Information Services field

- At least **7 years** of working experience in Card-Not-Present (CNP) segment with good understanding of EMV 3-D Secure protocols

- Strong interpersonal and communications skill (both verbal and written) in English, Bahasa Malaysia and other languages

- Degree in Computer Science or any related disciplines

- Experienced in system testing

- Experienced in all phases of system development lifecycle

- Minimum of **7 years** experiences in Debit/Credit Card payment industry with implementation knowledge in Schemes Card-Not-Present and Mobile Payment

Additional Requirements

- 3DS and EMV 3DS process flows and architectures

- CNP authentication process and rules including chargeback and liability principles

- PCI levels of requirements for DS: PCIDSS, PCI3DS, QSA, PCISSC, Pa-DSS

- Minimum of 7 years experienced in coordinating and performing testing that involves multiple systems

- Tokenization service to support recurring and card-on-file services

- Over **6 years** of experience in the field of Project Management, Technical Manager with leading a team and managing multiple vendors

- Over **3 year** of experience as pre-sale, business development manager for outsourcing services and software products for banking and financial services

- Closing Skills, Motivation for Sales, Prospecting Skills, Sales Planning, Market Knowledge, Presentation Skills, Meeting Sales Goals, Professionalism

- Strong computer literacy skills – Microsoft Word, Excel, Powerpoint.

- Good relationship with the e-commerce industry players and understands the ecosystem very well

- Ability to prioritise, organize and co-ordinate with minimum supervision

- Energetic and independent person with excellent organizational skill

- Demonstrate leadership competencies such as teamwork, creative problem-solving, flexibility, results-driven, interpersonal skills, negotiation