

## Technology Division

### Application Management Department

#### Position: Junior Technical Support (POS)

##### Job Responsibilities:

- Install software packages on terminals and upload them to the CTMS server, ensuring proper configuration.
- Verify software packages and perform quality checks before deployment.
- Troubleshoot terminal hardware and software issues, including connection errors, configuration problems, and faulty devices.
- Provide technical support to the Card Merchant team, assisting with system queries and operational challenges.
- Conduct Business-as-Usual (BAU) testing during system migrations or updates to ensure smooth operations.

##### Job Qualification and Requirement:

- Bachelor's degree in Computer Science or a related field.
- Basic understanding of POS infrastructure and overall process flow.
- Knowledge or experience in card payment systems and compliance requirements is an advantage.
- Good analytical, communication, and collaboration skills.
- Ability to work effectively with vendors and internal teams under minimal supervision.
- Willingness to learn and grow within the digital payments and acquiring domain.