



## JOB DESCRIPTION - MERCHANT INTEGRATION AND SUPPORT ENGINEER

<b>Position based in</b>	<b>Bangkok, Thailand</b>
<b>Job Responsibilities and Duties</b>	
<p>The Merchant Integration and Support Engineer will play a critical role in maintaining the trust of our customers (merchants and cardholders), ensuring that any technical queries that arise during the integration process are answered and escalated when required. Working directly with our customers' technical teams to resolve issues and collaborate closely with various internal stakeholders across Technology and Business to contribute towards consolidating Red Dot Payment's position as a leading online payment solutions provider in the region.</p> <p>The ideal candidate must be customer-driven with strong critical thinking, problem solving abilities, proactive in resolving issues and eager to work in a dynamic environment.</p> <p>Key responsibilities:</p> <ul style="list-style-type: none"><li>• Provide support to merchants during their implementation of payment processing technology.</li><li>• Answer all merchants' integration related questions, including but not limited to configuration, debugging, documentation, testing, and go live support.</li><li>• Manage incidents as related to the integration (investigation, troubleshooting, escalation, resolution, reporting, time tracking and analysis of incidents).</li><li>• Receive instructions from Integration Manager and manage multiple clients at a time.</li><li>• Partner internally with Business Support, Sales, IT development teams to resolve issues that arise during customer trials, integrations or post implementation support.</li><li>• Advise Management on support issues which impact customer satisfaction and provide recommendations for appropriate actions.</li><li>• Maintain/update existing libraries/plugins used in integrations.</li><li>• Report on progress and issues with implementation with clients to Integration Manager.</li><li>• Provide support to cardholders on transaction enquiries, and merchants on refunds, reporting and system access issues for internal systems based on tickets issued by Support Manager.</li></ul>	
<b>Requirements</b>	
<ul style="list-style-type: none"><li>• BS degree in Information Technology, Computer Science, Computer Engineering or equivalent.</li><li>• 2-4 years' relevant work experience in FinTech/Payment industry is strongly preferred.</li><li>• Technical knowledge &amp; experience with:<ul style="list-style-type: none"><li>- PHP, JavaScript and .Net</li><li>- WAMP/LAMP stacks</li><li>- Git Version Control</li><li>- JIRA</li></ul></li><li>• Required skills<ul style="list-style-type: none"><li>- Excellent communication skills, able to build and maintain strong relationships.</li><li>- Ability to work in a customer-focused, delivery-based environment.</li><li>- Excellent oral and written communication skills in English and Thai.</li></ul></li><li>• Some regional travel required 2-3 times a year.</li></ul>	
<b>Reporting Line</b>	
<p>The position reports to the Integration Manager based in Jakarta with a dotted line to the Support Manager based in Jakarta.</p>	