



Implementation Engineer - Payment Solutions Chicago, USA

DESCRIPTION

CellPoint Mobile is leading provider of omni-channel payment and commerce solutions to global clients. We are currently seeking a full-time Implementation Engineer who is looking for an exciting and challenging career in one of our offices worldwide.

The Implementation Engineer is accountable for the implementation of payment solutions with clients to agreed quality and on time in order to maximize CPMs revenue and deliver outstanding client satisfaction. The ideal candidate is enthusiastic about development projects in close contact with clients and partners in a dynamic and professional international environment.

RESPONSIBILITIES

- Act as the first point of contact for implementing a new CPM client upon contract signature.
- Configure the product suite contracted by the client.
- Provide training to a select group of the client's staff.
- Ensure transition of the configured client to the internal Service Desk team.
- Document learnings to streamline management of commonly encountered on-boarding issues.
- Comply with Service Level Agreements and provide operational stability to clients.
- Maintain relationships with clients and their Service Desk whilst delivering outstanding client service.
- Fix bugs identified within a proprietary integration or a client's front end in accordance with clients SLAs.
- Analyze and produce statistics and management reports.

REQUIREMENTS

- Minimum of 2-3 years development experience with Java, PHP and SQL.
- Hands-on experience and a thorough understanding of the eCommerce payments ecosystem such as Payment Service Providers (PSPs), Payment schemes, etc.
- Excellent troubleshooting skills with the ability to work calmly under pressure while still delivering quality work.
- Excellent written and oral communication skills with a fluency in English. Spanish is a plus.
- Willingness to travel up to 40% of the time.
- A university degree in IT, Business or industry related experience.