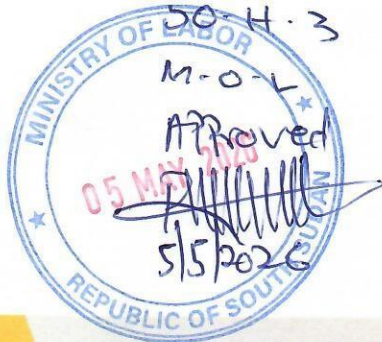


MTN FINTECH SERVICES
Head Office: MTN House
Stadium Road, Hai Malakal
P.O Box 573 Juba - South Sudan
www.mtn.com.ss



ADVERTISEMENT

Please note to email applications directly to Recruitment.Fintech@mtn.com
Female candidates are highly recommended to apply

POSTING-DATE: 5th May 2026

Applications are invited for the Post of **Manager: Products and Services**

Department: Products and Services
Reports to: Head Products and Services
Closing Date: 26th May 2025
Job Level: 3
Location: Juba
Contract Duration Permanent Contract

MISSION/CORE PURPOSE OF THE JOB

Owns the end-to-end lifecycle of fintech products and services (e.g., payments, wallets, lending, cards, digital banking, merchant services), balancing customer experience, growth, operational excellence, and regulatory compliance.

Context:

- Highly dynamic financial technology industry
- More competitive Mobile money space with increasing number of players.
- Dynamic legal, regulatory, and commercial environment of South Sudan.
- Highly competitive market with new and established competitors.



- Technological advancements and changes in consumer behavior.
- Fast changing telecommunication technology and associated products that accompanies growth

RESPONSIBILITIES/KEY PERFORMANCE AREA.

- **Product strategy & roadmap:** Define product vision, value proposition, and multi-quarter roadmap aligned to business goals and regulatory constraints.
- **Customer & market discovery:** Conduct research, analyze competitors, and synthesize insights into prioritized opportunities and clear problem statements.
- **Requirements & delivery:** Translate needs into PRDs/user stories, acceptance criteria, and release plans; lead backlog prioritization with engineering.
- **Go-to-market execution:** Partner with sales/marketing to define positioning, pricing/fees, launch plans, and enablement for customer support and operations.
- **Risk, fraud & compliance by design:** Embed KYC/AML, transaction monitoring, audit logging, privacy, and security controls into product flows.
- **Partner & ecosystem management:** Coordinate with banks, payment networks, processors, and fintech vendors; manage SLAs and integration requirements.
- **Operational readiness:** Define SOPs with ops/support, escalations, incident playbooks, chargeback/disputes workflows, and reconciliation processes.
- **Performance management:** Monitor dashboards and customer feedback; run experiments and iterate to improve conversion, reliability, and unit economics.
- **Stakeholder leadership:** Facilitate cross-functional alignment and executive updates; make trade-offs explicit and documented.
- **Documentation:** Maintain product policies, feature specs, change logs, and compliance evidence needed for audits and partner reviews and any other task assigned.

IT Security Responsibilities/ Tasks:

- Comply with all Information Security Policies and related documents
- Report security weakness/incidents to either the respective head of department or the Enterprise Information Security Manager
- Must not exploit known security weaknesses.
- Participate in all forms of Information Security Awareness

Creativities (improvement/innovation inherent)

- Innovative feasible products/services
- Identify innovative ways to use minimum resources to achieve maximum output.
- Creative and cost-effective initiatives to deliver on objectives (innovative media formats, innovative negotiation policies with agencies etc.)
- Innovative leveraging tactics and plans giving the brand maximum exposure
- Build and maintain exceptional relationships with stakeholders in the marketplace to ensure speedy response times
- Adept management of teams and encouraging buy-in to the shift in focus and culture



Education Requirement

- Degree in IT, Business Administration, Marketing, Sales, Commerce or related disciplines

Experience:

- Should have worked with a high financial transactional system for at least 2 years
- Must have a telecom, payments systems or product development background
- Knowledge in sales/GSM operations and marketing

Competence

Knowledge:

- Telecommunications industry
- MTN South Sudan business Mobile Money products.
- Knowledge of mobile money lending banktech products and best practices
- Knowledge of mobile money bank push and push services
- Knowledge of local and international trends and markets
- Product management knowledge
- Understanding the regulated environment
- Corporate and consumer environment knowledge and factors impacting consumer demand
- Segment management knowledge
- Knowledge of customer value management
- Knowledge of Sales cycle
- Knowledge of product life cycle
- Knowledge of consumer behavior and market dynamics and research principles
- Knowledge and understanding of competitors' products
- Financial understanding

Skills / physical competencies:

- Relationship management
- Scanning skills- to set for new ideas, trends and principles
- Strong can do attitude combined with an ability to use minimum resources to get maximum outputs
- Systems thinking- understanding the "Big picture"
- Business acumen- understanding of the business as a whole
- Networking skills
- Analytical skills
- Planning skills
- Innovation skills



Behavioral Qualities:

- Cando with integrity
- Collaborate with agility.
- Lead with Care
- Act with inclusion.
- Serve with respect.

Should you wish to apply, please submit your CV to the Head Office, MTN House Opposite Juba Stadium or email Recruitment.Fintech@mtn.com : on or before closing date **26th May 2026 @ 5:30 PM**

