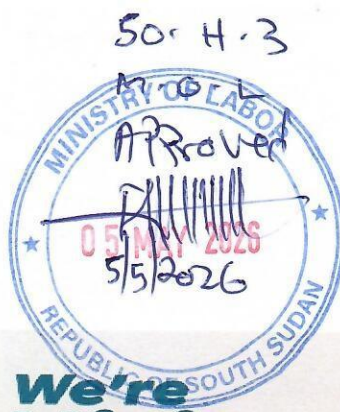


MTN FINTECH SERVICES
Head Office: MTN House
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P.O Box 573 Juba - South Sudan
www.mfn.com.ss



ADVERTISEMENT

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

POSTING-DATE: 5th May 2026

Applications are invited for the Post of **Specialist: International Money Remittance & Bank Push/Pull & Payments**

Department: Products and Services
Reports to: Manager Products and Services
Closing Date: 26th May 2026
Job Level: 2
Location: Juba
Contract Duration Permanent Contract

MISSION/CORE PURPOSE OF THE JOB

To develop and continuously monetize international money remittance, Bank integrations, Payments, profitability and continuous improvement taking into account technological advancement, competitor activity and marketing trends.

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 Indicator

- Contributes to the formulation of products and services strategy, as well as product development roadmap of the products and services.
- Monitors and assesses the market, competitor innovations and technological advancements for the purpose of identifying potential products and services for development.
- Develop new products/services and related business cases, with focus on consumer and corporate mobile money products aligning with overall MTN strategy, relevant segment value proposition in order to ensure that they are profitability.
- Consults with Networks and suppliers to assess technical feasibility and with Pricing & Optimization
- Presents ideas to management in order to obtain their input on product feasibility
- Identify new markets for existing mobile money products in order to enhance value to the business, and submit business case to management for consideration
- Coordinates the launch of new mobile money products with relevant departments, ensuring that relevant pre-launch activities such as availability of new products in the channels, training of Call Centre Agents and Service Centre staff and sensitization of MTN staff are completed
- Designs and develop product promotions and collateral in collaboration with Segments Manager and Brand & Communications to drive take up, usage and profit of new value-added services and mobile money products. Updates product information on the web as well as other touch points
- Tracks performance of products/services against business case in terms of performance, uptake and profit, and liaises with relevant areas to develop and implement actions for improvement of performance.
- Liaise with segment managers to ensure continuity/ end of-life management of product and service offerings Implements improvement initiatives in order to drive a continuous improvement philosophy
- Prepare and submit to the Senior Manager products and Services weekly and monthly reports

International Money Remittance Task:

- Increase the number of corridors and partners for both inbound and outbound IMT
- Increase the unique number of users, number of transactions, and revenues on IMT
- Ensure a clear and timely customer complaints resolution on IMT queries
- Develop and execute a robust GTM for IMT with strong focus on both ATL and BTL
- Develop and support field team to execute customer education and awareness on IMT
- Implement a customer centric user journey for both inbound and outbound IMT
- Identify alternative channels for increasing awareness and usage of IMT
- Nature and grow international money remittance revenues
- Manage the onboarding process for all new partners on IMT
- Analyze IMT revenue and come up with strategies on how to increase revenue and usage
- Identify potential and new partners for international money remittance
- Handle the operation of the international money payments transaction, including but not limited to the provision of services and operational support
- Handle all products, operational and processes in relation to international money remittance
- Fully involved with the product development and marketing
- Improve the operation efficiency and manage the operational risks involved in international money remittance
- Develop the system requirements and participate in user acceptance test



- Accomplish tasks within time limit and complete other tasks assigned by superiors
- Report promptly to superiors for any irregularity

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 outputs
- 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 Business Administration, Marketing, Sales, Commerce, Computer science 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

Competences

Knowledge:

- Telecommunications industry
- MTN South Sudan business Mobile Money products.
- Knowledge of international money remittance and best practices
- 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 Juda Stadium or email Recruitment.Fintech@mtn.com : on or before closing date **26th May 2026 @ 5:30 PM**

