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

POSTING-DATE: 29th June 2026

Applications are invited for the Post of **Specialist: Open API, QA and Mobile App**

Department: Product and Services
Reports to: Manager Product and Services
Closing Date: 20th July 2026
Job Level: 2
Location: Juba
Contract Duration Permanent Contract



50-H-3
M-O-L
Approved
MARSU
29/6/2026

MISSION/CORE PURPOSE OF THE JOB

To develop and continuously monetize the Open API platform and mobile money Applications 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

- Increase the number of partners integrated on the Open API platform
- Increase the unique number of users, number of transactions, and revenues on Open API and MoMo App users
- Ensure a clear and timely customer complaints resolution on platform queries
- Develop and execute a robust GTM for platforms (Open API & Mobile Apps) with strong focus on both ATL and BTL
- Develop and support field team to execute customer education and awareness on the Open API platform & MoMo Apps
- Implement a customer centric user journey for services integrated on the Open API platforms and MoMo Apps
- Identify alternative channels for increasing awareness and usage of the Open API platform and MoMo Apps
- Nature and grow Open API and MoMo App revenue
- Manage the onboarding process for all new partners on the Open API platform
- Analyze platforms revenue and come up with strategies on how to increase revenue and usage
- Identify potential and new partners for Open API and MoMo Apps
- Handle the operation of the Open API platform and MoMo Apps, including but not limited to the provision of services and operational support
- Handle all products, operational and processes in relation to the Open API platform and MoMo Apps
- Fully involved with the product development and marketing
- Improve the operation efficiency and manage the operational risks involved with the Open API platform and MoMo Apps
- Develop the system requirements and participate in user acceptance test
- Accomplish tasks within time limit and complete other tasks assigned by superiors
- 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

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:

- Degree in IT, 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 Open API platform 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 Juba Stadium or email Recruitment.Fintech@mtn.com : on or before closing date **20th July 2026 @ 5:30 PM**

