



Job title: Customer Implementation Engineer – Brussels & Singapore

Company description:

HomeSend is a leading player in the revolution to transform the way funds flow cross-border. It is designed to work with banks, mobile money operators, money transfer organizations and more helping them modernize the way they make and receive cross-border payments so they can provide a better service to their end-users.

Our backbone is our comprehensive global network which enables 'paying' Financial Institutions (banks, mobile money operators, money transfer organizations and more) to transfer funds to 'receiving' Financial Institutions in a way that is safe, swift, and cost-effective

HomeSend is a joint venture of Mastercard (majority shareholder), eServGlobal and BICS, that specializes in cross-border payments.

Overview

Purpose of the Team

The Customer On-boarding (COB) team is responsible for guiding the new hub participants through the integration process. From technical pre-sales, across the project scoping, integration and quality assurance program, up to the Market GO live, the COB team remains the key contact for the customer to coordinate the different work streams (commercial, technical, financial and operational)

Within the COB team, the Customer Implementation Services team (CIS) is responsible to manage all technical aspects of customer implementations engagements, including the configuration of the scoped program on the HomeSend test and production platforms, providing support, leading test sessions and conducting training for new and existing customers.

Purpose of the Job

- Responsible to configure new customers on the pre-production and production platforms.
- Responsible to configure new corridor relations for existing customers.
- Construction of test scenarios and supporting/execution of Inter-Operability (IOT), User Acceptance (UAT) and Soft production validation (PILOT) test sessions for new HomeSend participants.
- Guidance and assistance of new and existing customers through the development and validation phases based on experience and the extended knowledge on HomeSend endpoints.
- Closely working together with the Mastercard and HomeSend teams to report on progress of the IOT/UAT and PILOT sessions on regular intervals.
- Reporting to the CIS Team Leader, under responsibility of the Head of Customer On-boarding.

Role

Essential responsibilities of the position

- Participate in technical Q&A sessions with the customer and other involved internal teams.
- Provide the customer with IOT/UAT and PILOT scenarios and documentation which match theirs and HomeSend business requirements based on the agreed implementation plan.
- Support the development team (internal or third-party vendor) of the customer during the testing phase of the HomeSend API connector (initial, pre-production and first step of production).
- Verify if the developed HomeSend API connector is compliant with the HomeSend specifications during the validation phase, test and verify if the connector is compliant during the pre-production phase, test the connector with friendly users during the production.



- Participate in intermediate alignment calls with the customer to ensure the defined milestones are reached.
- Provide on a regular basis feedback to the involved project stake holders and CIS team leader regarding the progress of the different customer integrations.
- Prepare exit reports for the customer and the CIS team.
- Participate in automating and enhancing the customer configuration on the HomeSend pre-production and production platforms.

All about you

Essential knowledge, skills and experience

- You have an Engineering degree in IT or ICT or the equivalent experience.
- You have good operational knowledge of UNIX and Windows.
- You have implementation skills (C#, Python, shell, Web services).
- You are a team player, have a strong sense of initiative and are flexible in accepting and executing new ways of working.
- Very good knowledge of the English language (verbal and written) and any other language is an asset.
- You have good communication skills, like to interact with customers and are customer driven with a keen eye for high quality.
- You are creative, result-oriented and you can demonstrate hands-on problem-solving skills.
- You are willing to work outside normal business hours during a short period to support customer test sessions in AP, MEA and US regions.

Desirable or additional capabilities

- Working experience in a similar function, working in the Mobile Payments or Telecommunications Industry is an advantage.
- Experience with one or more scripting methods (Shell, Perl, Python and PHP) or working knowledge of XML and APIs is an added advantage.
- You are capable of quickly handling different Web-development frameworks (such as WCF, Web Studio...).
- You are experienced with or capable of quickly gaining operational knowledge of these protocols: FTP, HTML over HTTPs, SOAP, REST, mutual TLS/SSL encryption, VPN IPSEC.

Practical details:

HomeSend is located at the center of Brussels (Rue des Colonies / Koloniënstraat 56 – 6th floor – 1000 Brussels).

To apply, please send your application to: careers@homesend.com

More info on HomeSend: <https://homesend.com/>