

Technical & Account Support Specialist (Fintech & Payments)

- **Location:** In-Office | Big Bay, Cape Town
- **Remuneration:** Market-Related (Commensurate with experience)
- **Type:** Permanent, Full-Time

Position Overview

OneGate is seeking an articulate and detail-oriented Technical & Account Support Specialist to join our in-office team.

In this role, you will oversee client support operations, resolve complex merchant payment challenges, and ensure high levels of client satisfaction.

You will serve as a technical point of contact, driving incident resolution, troubleshooting API integration flows, and maintaining high data integrity across our CRM systems.

Key Responsibilities

- **Client & Ticket Management:** Serve as the primary point of contact for technical, transactional, and account inquiries from merchants, ensuring end-to-end ticket lifecycle management via CRM platforms.
- **Technical Troubleshooting:** Conduct deep-dive investigations into transaction failures, payment gateway errors, webhook delivery issues, and merchant dashboard anomalies.
- **Cross-Functional Collaboration:** Partner directly with internal engineering and product teams, compiling clear, diagnostic technical logs and context to expedite bug resolutions.
- **Account Optimization:** Facilitate merchant account reconfigurations, feature provisioning, and continuous proactive communication with key account holders to promote account health and retention.
- **Process Documentation:** Maintain comprehensive support knowledge bases, standard operating procedures (SOPs), and merchant-facing reference guides.

Qualifications & Core Competencies

- **Professional Experience:** 2 to 3+ years of proven experience in a technical support, client success, or account management capacity strictly within the **Fintech, Payments, or Merchant Acquiring** sectors.
- **Technical Aptitude:** Demonstrable understanding of RESTful APIs, JSON payloads, payment gateway workflows, HTTP status codes, and webhooks.
- **CRM Mastery:** Hands-on operational proficiency with industry-standard CRM and ticketing platforms (e.g., Salesforce, Zendesk, HubSpot, or Freshdesk).
- **Payment Ecosystem Expertise:** Solid comprehension of the South African payment landscape, including Card Acquiring, Open Banking, PayShap, Instant/Standard EFT, Debit Orders, Alternative Payment Methods (APMs), and Digital Wallets.
- **Software Literacy:** Advanced competence across Microsoft Office 365 applications, cloud-based web applications, and digital productivity tools.
- **Interpersonal & Analytical Skills:** Exceptional verbal and written English communication capabilities, strong structured problem-solving skills, and a collaborative team-first orientation.
- **How to Apply:**

- Please send your **CV, relevant qualifications, and supporting documentation** to **recruitments@onegate.co.za** with the subject line: *Application: Technical & Account Support Specialist - [Your Name]*.