



Senior Production Support Analyst – Payments & Cards

A well-established financial institution in the Cayman Islands is seeking a Senior Production Support Analyst to take ownership of production support for its card and payments ecosystem, including ATMs, POS, card networks, and digital payment channels.

The Role

You will ensure the resilience, availability, and operational stability of critical payments platforms while leading incident response, supporting regulatory mandates, and supervising a team of production support analysts.

Duties & Responsibilities:

- Acting as the primary escalation point for high-impact payment and card system incidents
- Providing first- and second-level support across card processing and banking platforms
- Monitoring, troubleshooting, and resolving production issues to ensure high availability
- Performing root cause analysis and implementing corrective and preventive actions
- Supporting card scheme mandates and regulatory changes (Visa, MasterCard, etc.)
- Supervising and mentoring Production Support Analysts
- Supporting lifecycle management including patching, upgrades, and system refresh cycles
- Participating in an on-call rotation for critical after-hours incidents

Minimum Qualifications, Skills & Experience:

- Bachelor's degree in IT, Computer Science, or equivalent experience
- 5+ years' experience in IT or payments systems support
- 2+ years' hands-on experience in credit/debit card processing and payment networks
- Strong understanding of Visa and MasterCard regulations, mandates, and transaction flows
- Experience supporting ATMs, POS environments, and payment devices
- Confident communicator with strong leadership and stakeholder management skills

To apply please send your résumé to caymanjobs@expertisegroup.com. All applications are handled in a confidential manner and in accordance with Expertise's Privacy Policy, available on our website.