



## Senior Product Management Officer (Card Services & Digital Channels)

A well-established financial institution in the Cayman Islands is seeking a Senior Product Management Officer – Card Services & Digital Channels to support the delivery, enhancement, and ongoing performance of its card services and digital banking platforms. This role plays a key part in improving customer experience, operational efficiency, and product competitiveness across cards, online banking, and electronic channels within a regulated banking environment.

### The Role

You will work closely with product leadership, IT, project teams, and external vendors to support the implementation and ongoing enhancement of card services and digital banking products. The role combines product management, application support, business analysis, and testing, with a strong focus on delivery and operational excellence.

### Duties & Responsibilities:

- Supporting the implementation and continuous improvement of card services and online banking products
- Acting as a first and second level support point for digital banking and card systems, including vendor escalations
- Performing root cause analysis for incidents and documenting corrective actions
- Building and maintaining product roadmaps, including feature discovery, scoping, and documentation
- Translating business needs into clear functional and non-functional requirements and acceptance criteria
- Creating test plans and supporting UAT/QA testing, documenting results and resolving defects
- Coordinating application releases and deployments with IT, vendors, and business stakeholders
- Supporting after hours, weekend, or holiday activities as required for releases or incidents

### Minimum Qualifications, Skills & Experience:

- Bachelor's degree in Business, Information Systems, Technology, or equivalent experience
- 5+ years' experience in product management, business analysis, application support, or system implementation, ideally within financial services
- Strong understanding of banking operations, card schemes, and payments ecosystems
- Experience with software testing, UAT, and application support
- Ability to translate analysis into clear, actionable product and technical requirements
- Strong understanding of process flows and cross functional dependencies
- Knowledge of card issuing and acquiring is an advantage
- Confident communicator with strong stakeholder and vendor management skills (CSPO certification preferred but not required)

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