

Banking Support Analyst

Purpose:

Reporting to the Banking Operations Manager, the Support Analyst is responsible for providing technical and administrative support related to internal banking systems and external payment providers.

Working closely with the Data Specialist team as well as the Finance Reconciliation Specialist, the Support Analyst will monitor payment provider performance, engage in investigations and in-depth reviews of queries, escalations, or any issues identified.

Duties include, but not limited to:

- Monitor payment provider performance reports to identify any drops in processing which were unexpected and escalate to relevant parties (Relationship Manager, business stakeholders etc)
- Monitor payment provider performance reports to identify patterns or trends noted
- Ensure all internal reports are up to date and display accurate data
 - Escalate any anomalies for investigation to the relevant teams
 - Communicate inaccuracy to the relevant teams
- Create and maintain documentation and manuals on all reports
- Consolidate all downtime or drops in processing for monthly reporting
- Monitor and investigate error codes and rejection rates across all processors
 - Identify opportunities for error code reduction
 - Identify modifications for decreased rejection rates
- Reconciliation of transaction ID's between internal reporting and provider reporting and escalation management of anomalies
- Investigate any issues reported including missing deposits, missing withdrawals, timeouts, patron level rejections
- Testing of new integrations (payment providers) across states
- Management of Matrixfeeds logins and credentials

This job description is not intended to be an exhaustive list of responsibilities. The job holder may be required to complete any other reasonable duties in order to achieve business objectives.

Essential Criteria:

- University degree in applied maths/statistics, economics/finance, or computer science
- Data driven in thoughts and actions, familiar with using Excel pivot tables, Power BI, SSRS Reports / or Tableau (or similar tools)
- Minimum 1 year experience working with data



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Knowledge, Skills & Abilities:

- Expertise in identifying and analysing trends, market and popular mechanics
- Understanding of e-commerce and or igaming
- Commercial Awareness
- Ability to take Initiative
- Exceptional Attention to Detail

Physical Demands:

While performing the duties of this job, the employee is:

- Regularly required to talk or hear.
- Required to sit for long periods and reach with hands and arms.
- Occasionally required to stand; walk.
- Occasionally required lifting up to 25 pounds.

How to Apply:

All applications need to be submitted via email to Melinda.Tarbock@digitalgamingcorp.com

Please ensure you have attached an updated copy of your CV and a motivation letter supporting your application.

- *Note this role is based in Las Vegas, Nevada*