



Senior Change Management Consultant

Are you curious, motivated, and forward-thinking? At FIS you'll have the opportunity to work on some of the most challenging and relevant issues in financial services and technology. Our talented people empower us, and we believe in being part of a team that is open, collaborative, entrepreneurial, passionate, and above all fun.

About the team:

PRIME Processing Change Management is the team responsible for evaluating client requirements, assessing business and technical needs, and providing guidance on the most appropriate delivery approach. The team works closely with stakeholders to determine whether requested enhancements can be achieved through existing system configuration or require application development and change. In doing so, they help ensure solutions are aligned with business objectives, operational efficiency, and platform capabilities.

What you will be doing:

As a Senior Change Management Consultant, you will manage assigned technical accounts, ensuring client satisfaction and alignment with service delivery standards. You will act as a trusted advisor and technical expert, helping clients clarify their business needs, understand system functionality and progress their technical priorities.

The key responsibilities of the role will be:

- Act as the primary technical contact for assigned clients, working closely with the Relationship Manager and internal teams.
- Develop and maintain strong client relationships, acting as a trusted advisor and technical expert.
- Engage with clients to understand their strategic goals, business needs and technical requirements, including preliminary requirements gathering before formal project initiation.
- Use a strong understanding of system functionality, product capabilities and payment processing to help shape client pipeline, roadmap and solution discussions.
- Coordinate with delivery, product, sales and other internal teams to address client requirements and advocate for product improvements aligned to client needs.
- Support account growth opportunities through technical expertise.

What you bring:

- Bachelor's degree, preferably in Business, Computer Science or a related area, or equivalent experience.
- Minimum 5 years' relevant experience in technical account management, client-facing technology, payments, software, or IT environments.
- Strong understanding of business requirements, gathering and ability to translate client needs into clear technical requirements.
- Ability to understand system functionality and explain product capabilities, constraints and solution options to clients and internal stakeholders.
- Excellent relationship management, communication and stakeholder management skills, with a proactive and collaborative approach.
- Strong analytical skills, sound judgement, and the ability to manage priorities with limited supervision.

Added bonus if you have:

- Experience in the payment systems industry or payment processing environment.
- Account management experience supporting regional or international clients.
- Experience working with delivery, product, sales, or software development teams.
- Advanced MS Excel skills.
- Availability to travel to client sites when required.

**What we offer you:**

- A work environment built on collaboration, flexibility and respect
- Varied and challenging work to help you grow your skillset
- Competitive salary and attractive range of benefits designed to help support your lifestyle and wellbeing, including:
 - Private medical insurance for you and your family, non-contributory, in and out patient cover
 - A well-established, strong provident fund
 - Life insurance (3x base salary)
 - 21 days' holiday increasing with length of service, plus public / bank holidays
 - Flexible working (hybrid model – part from home, part from office)
 - Wellbeing initiatives with access to support services
 - Modern offices opposite the Mall of Cyprus with gym and showers, games room (pool table, table tennis, darts, table football, PlayStation) and prayer/meditation room
 - Store discounts
 - Regular social events and charitable initiatives to give back to our community.

FIS is committed to providing its employees with exciting career opportunities and competitive compensation. The pay range for this full-time position is **EUR 25,000.00 – EUR 35,710.00** and reflects the minimum and maximum target for new hire salaries for this position based on the posted role, level, and location. Within the range, actual individual starting pay is determined by additional factors, including job-related skills, experience, and relevant education or training. Any changes in work location will also impact actual individual starting pay. Please consult with your recruiter about the specific salary range for your preferred location during the hiring process.

To apply for this position, please visit our website <https://careers.fisglobal.com> and apply through the online system. All applications will be treated with the strictest confidence.