



Lead Client Advisor

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:

The Client Advising team is dedicated to helping clients achieve their business goals and maximize the value of their payment and technology investments. Leveraging deep industry expertise and years of implementation experience, the team serves as a trusted partner throughout complex integration initiatives, system conversions, and product launches. By sharing best practices, lessons learned, and practical guidance, Client Advisors empower clients to navigate challenges, mitigate risks, and deliver successful outcomes with confidence.

What you will be doing:

The Lead Client Advisor serves as a trusted consultant for large-scale client integration initiatives, including system conversions and product launches. This role manages an assigned portion of the Statement of Work (SOW), guiding clients through implementation, testing, validation, and readiness activities while ensuring milestones are delivered on time, within budget, and with high quality. The advisor builds strong client relationships, provides business and technical expertise, mitigates risks, and drives successful implementation outcomes through industry best practices and effective project execution.

The key responsibilities of the role will be:

- Lead assigned portions of client implementation and integration engagements, including system conversions, product launches, and testing initiatives.
- Serve as a trusted business and technical advisor, providing expert guidance throughout the implementation lifecycle.
- Build and maintain strong client relationships, partnering with stakeholders to drive successful project outcomes.
- Manage implementation activities and milestones, ensuring delivery on time, within budget, and to the highest quality standards.
- Develop implementation deliverables, testing strategies, validation plans, and client readiness activities while mitigating risks and removing barriers.
- Coordinate client training, business validation, certification, and data verification activities to ensure a smooth and successful transition to production.

What you bring:

- Typically, minimum 8 years relevant experience
- Bachelor's Degree
- **Strategic Consulting Expertise:** Demonstrated ability to lead complex client engagements, applying deep industry knowledge and best practices to drive successful outcomes.
- **Strong Business & Technical Acumen:** Broad understanding of payment card issuing, systems integration, and regulatory requirements across UK, EMEA, and APAC markets.
- **Leadership & Relationship Management:** Proven ability to influence stakeholders, strengthen client partnerships, and lead cross-functional and matrix teams in complex environments.

- **Analytical Problem Solving:** Skilled at evaluating complex situations, exercising sound judgment, and developing creative solutions to business and implementation challenges.
- **Independent Decision Making:** Self-directed professional who establishes methods, priorities, and approaches for new or strategic initiatives with minimal supervision.
- **Exceptional Communication Skills:** Fluent in written and verbal English, with the ability to communicate effectively and confidently with clients, executives, and internal stakeholders.

Added bonus if you have:

- Previous management and appropriate Global Payments experience. TS2 Knowledge; Experience in testing; Business Analysis skills; Experience in large scale project, such as a conversion of product launch.

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 an exciting career opportunity and competitive compensation. The pay range for this full-time position is **EUR 46,420.00 - 65,000.00** 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 in the strictest confidence.