



Lead 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 Lead Change Management Consultant, you will manage high-value technical accounts and advise clients on technical solutions. You will lead client and internal discussions, support business requirements gathering, assess needs against system functionality, and guide account-specific technical strategies.

The key responsibilities of the role will be:

- Lead technical discussions with clients, Relationship Managers and internal teams, acting as a trusted advisor on complex account needs and solution options.
- Lead business requirements gathering and gap analysis, ensuring client needs are clearly understood and assessed against current system functionality and product capabilities.
- Use deep knowledge of system functionality, payment processing, and FIS solution capabilities to advise clients, shape product pipeline discussions, and support decision-making.
- Coordinate cross-functional activity with delivery, product, sales and other stakeholders to advocate for product enhancements aligned to client needs.
- Provide guidance, mentorship, and technical support to colleagues while leading initiatives or account-related activities with a high degree of autonomy.

What you bring:

- Bachelor's degree, preferably in Business, Computer Science or a related area, or equivalent experience.
- 7+ years' relevant experience in technical account management, client-facing technology, payments, software or IT environments.
- Strong business requirements gathering and gap analysis skills, with the ability to assess requirements against current system functionality.
- Deep understanding of system functionality, product capabilities and technical solutioning in a client-facing environment.
- Excellent communication, influencing and stakeholder management skills, with the ability to lead discussions with clients and internal teams.
- Strong judgement, autonomy, and the ability to guide others, lead initiatives, and manage complex priorities.

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 35,000.00 – EUR 46,420.00** 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.