

HORIZON

GRADUATE PROGRAM

At Euronet, we believe in technology as an enabler of change and growth. We are passionate about innovation that supports expansion through new products and new markets around the world, with a human-led and tech-powered approach. We always cater for the needs of businesses and consumers as they evolve in a very dynamic and changing payments landscape.

The **Horizon Graduate Program** is an initiative of Euronet in Greece to invite University graduates to join our company for an initial period of 12 months, under a paid employment contract. You will work as an integral part of our teams, under the leadership of experienced managers that value your work and solve meaningful problems. Upon completion of this initial period, the opportunity for an open-ended employment will be offered for selected candidates that showcase excellence and wish to work in a multinational organization.

Career opportunity: Graduate Program – Systems Operators

Responsibilities you will be involved with:

- System monitoring (24x7) - using various tools for checking any system malfunction, troubleshooting the same and allocating to various technical teams in case of a need.
- Performing routine checks of system processes in timely manner.
- Monitoring of financial transaction processing from technical point of view.
- Performing initial investigation in case of problems reported by various internal and external entities.
- Incident and request management – Being in charge of all ongoing incidents and taking them to the resolution with active participation and coordination between all resolving entities. Keeping track of all communication within the ticket.
- One of the primary responsibilities will be to ensure meeting customer Service Level Agreements (SLAs) where applicable.
- Troubleshooting undocumented problems based on previous experience and with help of other shift members.
- Daily cooperation with ICOs (Visa, Mastercard, UPI, American Express) and their technical departments.
- This position mainly relates to technical tasks. It does not include direct communication with cardholders or any kind of direct end client support activities.
- End of Day job streams submission and monitoring to the list.

Studies and knowledge required:

- University Degree in IT or any STEM - related field is required.
- Good general understanding of IT technologies.
- Advanced knowledge of Windows operating system including Office package, standard applications.
- Previous experience in one or more of the following areas: Networking, Server environment, SQL, AS/400 system environment.
- ITIL/ISO 20000 certificate will be considered an advantage.
- Fluency in Greek and English, both verbal and written.

Competencies needed for you to be successful:

- Self-motivation and teamwork spirit.
- Highly interested in learning and adopting to changing environments.
- Good interpersonal skills with an orientation towards customer service.
- Good planning, time management and reporting skills.
- Ability to perform several tasks at the same time.
- Ability to prioritize tasks when multiple issues are ongoing.

We offer:

- Competitive compensation
- Private medical insurance program
- Possibility for a career in a growing, international environment
- Opportunities to learn and participate in various projects

Are you passionate about technology and want to discover how project management fuels innovation in managing payments and fosters business excellence?

Do you want to work in a multinational, multidisciplinary environment with open opportunities for international mobility? If yes, you are welcome to contact us!

Ready to kickstart your career's journey with **Euronet's Horizon Graduate Program**?

We are waiting for your CV and contact, at HRGR (hrg@euronetworldwide.com) mentioning the position **Horizon Graduate Program – Systems Operators** on subject line. We will contact all qualified candidates. Looking forward to receiving your message and meeting you in person!

About Euronet

Starting in Central Europe in 1994 and growing to a global real-time digital and cash payments network with millions of touchpoints today, Euronet now moves money in all the ways consumers and businesses depend upon. This includes money transfers, credit/debit processing, ATMs, point-of-sale services, branded payments, currency exchange and more. With products and services in more than 200 countries and territories provided through its own brand and branded business segments, Euronet and its financial technologies and networks make participation in the global economy easier, faster and more secure for everyone.

A leading global financial technology solutions and payments provider, Euronet has developed an extensive global payment network that includes 55,292 installed ATMs, approximately 949,000 EFT POS terminals and a growing portfolio of outsourced debit and credit card services which are under management in 67 countries; card software solutions; a prepaid processing network of approximately 766,000 POS terminals at approximately 348,000 retailer locations in 67 countries; and a global money transfer network of approximately 595,000 locations serving 198 countries and territories. Euronet serves clients from its corporate headquarters in Leawood, Kansas, USA, and 67 worldwide offices. For more information, please visit the company's website at www.euronetworldwide.com.