

# ACXSYS CORPORATION

## JOB PROFILE

**POSITION TITLE:** FRAUD ANALYST (PART TIME)

**REPORT TO:** MANAGER, FRAUD OPERATIONS

**DEPARTMENT:** OPERATIONS, SECURITY & TECHNOLOGY

**ROLE MANDATE:** To identify real time threats to INTERAC products and services including the Inter-Member network (IMN), INTERAC EMT (IEMT), INTERAC Online (IOP), INTERAC Cross-Border Debit and Fraud Product. Utilize and support fraud operations ITIL framework for industry best practices within the fraud operations group. Provide additional Tier 1 support to the INTERAC service center to assist members and customers in resolving issues or escalating to the appropriate tier two groups as required.

### KEY ACCOUNTABILITIES:

#### Fraud Analyst

- Identify real time threats to INTERAC products and services including the Inter-Member network (IMN), INTERAC EMT (IEMT), INTERAC Online (IOP), INTERAC Cross-Border Debit and Fraud Product by reviewing assigned queues in fraud operations tools and systems.
- Escalate developed responses to identified or potential threats to members and customers to minimize financial losses and customer impact
- Evaluate the validity and reliability of the information gathered in the Fraud Alert System and initiate necessary action by contacting the end user to ensure the completeness, accuracy and appropriateness of information and when necessary escalating problem situations for further investigation and follow-up
- Process information received from Members/Participants regarding dollar losses and blocked cards, send out reminders as required, and ensure that the information is collected from all relevant sources.
- Compile and run regular reports to track activity and trends related to fraud involved in INTERAC products and services including the Inter-Member network (IMN), INTERAC EMT (IEMT), INTERAC Online (IOP), INTERAC Cross-Border Debit.
- Identify emerging and changing trends to identify vulnerabilities which may require a revision to system rules or procedures and escalate as required
- Act as a backup to other Fraud Analysts and assist in other projects and regular tasks as required

#### Service Center Support

- Support INTERAC's implementation and ongoing support of ITIL Framework and Service Center within Fraud Operations
- Provide Tier 1 support to the INTERAC Service Center by resolving and managing incoming tickets to ensure issues are assigned or completed within specified Service Level Agreements

**Fraud Analyst, Card Products**  
**Original Date:** 3/21/2011  
**Change Date:**

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## **KEY BUSINESS RELATIONSHIPS:**

Customers  
Information Management Services  
IT Infrastructure & Development  
IT Policy, Process & Security  
Payment Systems Risk  
Planning, Requirements & Release  
Product Group  
Relationship Management Group  
Vendors  
Other Stakeholders (Law Enforcement, Merchants, etc.)

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## **SKILLS REQUIRED**

- Knowledge of Fraud Monitoring and Detection tools and techniques
- Knowledge of the Internet and in particular the issues regarding online payments
- Critical thinking and analytical skills required to review transactional information to identify risk threats to the system
- Knowledge of Inbound Customer Service process flow including incident handling and reporting in an IT technology/Software Development environment
- Excellent Communication (verbal and written) and Presentation skills
- Experience with software (MS Word, MS Excel, etc.)
- Strong analytical, decision-making, planning and time management skills.
- Demonstrated excellent interpersonal problem solving, negotiating and listening skills
- Ability to deal effectively and professionally with immediate customers, employees and vendors in a rapidly changing environment
- Experience working with SQL would be beneficial

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## **EDUCATION AND PROFESSIONAL EXPERIENCE**

- University Degree in Business Administration or equivalent combination of education and work experience
- Risk Management experience in a Financial Payment Industry would be a strong asset

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## **KEY PERFORMANCE METRICS**

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