



**EVERLINK®**

*Delivering Payment Innovations*

## **JOB PROFILE**

### **QUALITY ASSURANCE ANALYST II – CERTIFICATION**

#### **ABOUT EVERLINK**

Everlink Payment Services Inc. is a leading provider of comprehensive, innovative, and integrated payments solutions and services for 98% of credit unions, 55% of consumer-facing schedule 1 and 2 banks, and a broad range of SMEs across Canada. In addition to supplying best-in-breed technology infrastructure and payment network connectivity via our well-established Payment Network Gateway – with operational performance that continually ranks in the upper first quartile – we offer a diversified range of integrated payments Lines of Business including:

- Digital Solutions, enabling real-time payments for Retail Peer-to-Peer (P2P), Business (B2B/B2P) Payments, ISO20022 Payment Gateways and API Integrations for Financial Institutions and Services Providers.
- Card Issuance & Management, with a history of firsts related to Card Issuance Solutions, Everlink provides a fully managed, flexible, and turnkey experience ensuring credit unions, banks, FinTechs and other payment card issuers are able to provide the card products they need, including debit and Co-badged cards.
- Fraud Management Solutions, operating one of the largest service bureaus in Canada for Fraud Management Solutions, Everlink offers credit unions, banks and fintech industry-leading and custom designed solutions enhancing the protection of their members and customers.
- Mobile Payments, fulfilling critical service delivery requirements, Everlink remains at the forefront in the evolution of NFC based payments with extension to mobile wallets and other digital payment methods.
- Payment Network Gateway, operating a world class payments technology infrastructure, Everlink's Payment Network Gateway Services provides connectivity to domestic and international payment networks for credit unions, banks and merchants to participate in.
- Professional Services, leveraging our extensive industry knowledge, expertise and capabilities, Everlink's Professional Services Team partners with our clients to navigate the ever-changing payments landscape, ensuring their technology capabilities remain relevant.
- Retail Solutions, enabling Card Present Point-of-Sale Acquiring, including Interac® eCommerce via dedicated Host to Host Payment gateways for Payment Service Providers, FinTechs and Credit Unions.
- ATM Managed Services, supporting the latest technology and introducing new innovations, Everlink powers ATM networks and transaction capabilities for credit unions, banks and cardholders domestically and from abroad.

Complementing the strength of these eight primary Lines of Business, is our ongoing commitment to Client-Centricity, which is the key element of our guiding principles. At Everlink we are dedicated to building, maintaining and nurturing long-lasting relationships. To help our clients remain competitive and successful, we provide the innovative technologies they need to serve their growing base of members, customers, and merchants.

## Our Guiding Principles



## About the Role

### Title

Quality Assurance Analyst II - Certification

### Reports To

Quality Assurance Manager

## Challenge/Role

Working within the Technology Delivery team, the Quality Assurance Analyst II – Certification participates in testing activities on our User Acceptance Testing (UAT) team. You will work closely with the Project Coordinator to participate in a variety of test efforts with external clients in areas such as Host Banking Certifications, Everlink Product Certifications, Host to Host certifications and Production Support. You will participate in project meetings as required, analyze requirements and execute test cases using simulators as well as physical payments devices. You will document results, providing updates to the project team and clients.



### **Description of Essential Functions**

- You will work with the Project Coordinator on scheduling client testing efforts
- You will coordinate test efforts with clients, working with them on environmental readiness and providing updates on progress/status of test efforts
- You will write, maintain, and update QA documentation as required. This can include updating test plans, scripts, recording test results or creation of training documents
- You will actively report/manage defects and observations to the project teams
- Use our simulators and physical devices to execute test plans
- Collaborate with Quality Assurance Analysts from the Internal testing team on script clarification, switch configuration or simulator usage
- Provide feedback from the Quality Assurance perspective on what worked well with the project and what could be improved for future projects

### **About You**

This is a client facing role. As such, the successful candidate brings a commitment to customer service, excellent communication skills and the ability to identify and resolve testing issues.

### **Education & Experience Requirements**

- Post-secondary education in Information Technology, Computer Science
- 5+ years of experience in the banking/payment industry in a Client facing role or in Quality Assurance
- Analytical and problem-solving capabilities with the ability to identify problems and drive to resolution
- Excellent interpersonal and written skills to effectively communicate and interact with clients and other Everlink teams
- Strong Initiative and desire to Learn
- Excellent time management and organizational skills
- Ability to work independently with little supervision and multitask effectively

### **Skills and Abilities**

- Payment processing switch experience (Base 24 Preferred)
- knowledge of Payment Networks such as MasterCard, Interac, Visa & Exchange
- Knowledge of EMV, Mobile, ATM and/or POS device technology
- Knowledge of ISO 8583 specifications
- Opportunity to work with testing tools such as Paragon Fastest, WebFastest, Mastercard and Visa simulators
- Knowledge of Jira and Confluence tools is an asset



## What We Offer

- Competitive compensation
- Comprehensive benefits package
- Flexible working environment and office hours
- Opportunities for professional learning, growth, and career advancement

Interested candidates are encouraged to send their resumes to [Careers@Everlink.ca](mailto:Careers@Everlink.ca).

The deadline for submitting applications is **June 13, 2025**.

*Everlink is committed to eliminating barriers and improving accessibility for persons with disabilities in our workplace in a timely manner that respects dignity, independence, integration, and equality of opportunity. Everlink has an accommodation process in place and provides accommodations for employees with disabilities. If an employee requires a specific accommodation because of a disability or a medical need, we will work with them to make an appropriate accommodation. If you require an accommodation during the interview process, we will work with you to accommodate your needs.*

