

Exciting Career Opportunity

Foreign Trade Bank of Cambodia (FTB) has been providing customers with safe and reliable banking services since 1979. As the first and foremost bank in Cambodia, FTB's vision is to be the preferred commercial bank in Cambodia. FTB is committed to continually helping support customers to grow and prosper while offering stable and long term career opportunities for all staff. As we continue to expand the operation and to build a high performing team to support long-term sustainable growth, we are looking for highly motivated and qualified candidate to join with our "*Employer of Choice Bank*":

Manager, Digital Banking Support

(01 position based on Head Office-Phnom Penh)

To manage a team providing and ensuring supports for all business applications under the digital banking department to have a clear lifecycle and robust support models in place that drives down cost and complexity to the maximum extent possible. The successful candidate will manage, lead, and drive continuous innovation and improvement ideas with key operational areas and stakeholders.

Main Duties

- Implement and manage service catalogue for all our business applications.
- Develop and implement robust application support procedures/processes.
- Monitor applications through auto alerts and dashboards.
- Develop/implement business continuity action plan for digital applications under digital banking department.
- Support the implementation/enhancements of new and existing applications through projects, business requirements and third party upgrades.
- Cooperate with product owner(s) in design and development of new and changed systems and services to improve customer experience and optimize operational efficiency.
- Collaborate with the other entities under the bank in development, testing, project management etc., to support different business demands.
- Prepare plans/schedules/resources for application maintenance.
- Perform any other tasks assigned by department head or senior management.

Skills/ Experiences

- Bachelor of IT, experience in delivery of IT services, or related fields.
- Problem analytical skills, self-motivated, well organized and strong understanding of business strategy and technical alignment.
- Good abilities to communicate and present complex technologies within a strategic business context to non-technical audiences.
- Experience in managing outsourced development and delivery under vendor's/suppliers' agreements/contracts.
- Customer focused with a passion and drive for customer satisfaction and delivery of business value
- Good communication skills, you should be able to explain technical scenario's to a non-technical product owner.

How to Apply:

Submission Deadline: 30 September 2020 at 5.00 PM

Interested applicants, please send by email attached with a cover letter and your most updated CV (with current photo) to: HR@ftbbank.com or submit the hard copy at Our Head Office, Building No. 33 C-D, Tchecoslovaquie Blvd (169), Sangkat Veal Vong, Khan 7 Makara, Phnom Penh. Only short-listed candidates will be contacted for interview.

More information, please kindly contact phone number: 081 666 597/081 666 535

☎ : 023 862 111

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