

Vacancy Announcement

Exciting Career Opportunity

Foreign Trade Bank of Cambodia (FTB) is the first commercial bank in Cambodia, a truly local bank trusted since 1979. FTB has been providing customers with safe and reliable banking services. With the vision to be the preferred commercial bank in Cambodia, we continue supporting customer to grow and prosper while offering stable and long term career opportunities for all staff. As we are expanding the operation and building a high performing team to support our long-term sustainable growth, we are looking for highly motivated and qualified candidates to join with our “Employer of Choice Bank”

Manager, Card Payment System Support Unit

(01 position based in Head Office, Phnom Penh)

This role is responsible for provides accurate and efficient servicing of card payment products, and ensures internal and external questions are handled timely. Support card payment product project implementation on UAT, training, and documentation.

Main Duties

- Leads study on CMS functionalities: explore current system, interview users, prototypes, review card scheme requirements etc, and communicate such requirements to solution vendor.
- Manage SIT, QA, and UAT activities with vendor and project stakeholders, and offer training to stakeholders/users.
- Ensure system compliance with industry standards and various schemes' requirements, mandatory changes, and system maintenance.
- Manages monitoring of system connectivity and networking to identify downtimes and resolve the issues.
- Manages and coordinates with system vendors to resolve issues.
- Manage card payment system issues reported by users and resolve the issues for users effectively.
- Fulfill user's request for information and request for investigation into any system/application problems.
- Other tasks assigned by the management.

Skills/ Experiences

- Bachelor/ Master's degree in any IT related fields.
- Minimum two-year experience in card payment system support with supervisory roles.
- Knowledge and experience in database management, Ms. SQL server and Oracle
- Good computer literacy in other programs, e.g., MS project plan, office, spread sheet, and so on.
- Good command in English in reading, writing, and speaking.
- Excellent interpersonal skills.
- Be proactive and good team work and customer service orientation skill
- Able to work under pressure.

How to Apply:

Interested candidates, please submit your most updated CV (**with current photo**) and a cover letter to this mail address: HR@ftbbank.com or at our Head Office, Building No. 33 C-D, Tcheoslovaquie 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