

## 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”

### **ATM Support Officer (02 positions based on Head Office, Phnom Penh)**

The position is responsible for monitoring ATM network cash levels and operations ensuring up-time is maintained at all times, and maintaining compliance with policies and procedures at all times.

#### **Main Duties**

- ATM fixing and services monitoring to maximize uptime e.g. fast tracking end to end resolution on ATM and the peripherals issue e.g. receipt rolls, Journal rolls, UPS.
- Help to monitoring ATM performance (Hardware/Software/ATM Network).
- Control and install new ATM at ATM Side.
- Onside and off side fixing ATM issues (Hardware / Software).
- Onside support with Branch and Operation team.
- Repair ATM spare part for re-use
- Manage ATM Machines and Spare Parts stock.
- Provide the ATM journal log and transaction images to Accounting Reconcile team.
- Backup all ATM logs and transaction images.
- Prepare Monthly ATM performance report and report to Managements and relevant teams.
- Perform other tasks assigned by supervisors.

#### **Skills/ Experiences**

- Bachelor Degree of IT or related field
- At least two years' experience related to the said position
- Good knowledge and understanding of ATM, Electronic Banking and banking products and services
- Good organizational and time management skills
- A strong desire to work in a team oriented
- High initiative, commitment, good communication and problem solving skills.
- Computer literacy and English language proficiency.

#### **How to Apply:**

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

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