

## 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”

### **Officer, Digital Bill Pay Support Unit**

**(02 positions based in Head Office, Phnom Penh)**

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

#### **Main Duties**

- Work on biller onboarding on system including SIT, UAT, and Pilots.
- Provide technical and operation support on any issue from consumer and biller.
- Track and monitor bill payment project progress, ensure effective implementation of new biller and perform post-implementation review after launch.
- Identify test system issues, Troubleshoot problem reporting and communicate to appropriate team member. Analyst the issue then forward to specific technical team for the fixed.
- Provide training and carry out testing to ensure alignment with business requirements, processes, and key operational controls.
- Prepare bill payment performance report to management and internal stakeholders.
- Support and create required documents to improve current and new system.
- Develop payment service and solution (API, Web service) to support business requirement.
- Other tasks assigned by the management.

#### **Skills/ Experiences**

- Bachelor degree in computer science, IT or equivalent.
- One year of experience in a financial institution and/or software support.
- Experience or knowledge in application programming.
- Fast learner, innovative, abilities in problem-solving, willingness to learn new things, team work spirit, and work under pressing situation.
- Good communication skills, you should be able to explain technical scenario's to a non-technical product owner.
- Good computer literacy in good English speaking, writing, and reading.

#### **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](mailto:HR@ftbbank.com) or 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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