



# Vacancy Announcement

## Exciting Career Opportunity



**FTB**  
ធនាគារពាណិជ្ជកម្មកម្ពុជា ភ្នំពេញ  
Foreign Trade Bank of Cambodia

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 Quality Assurance Unit

**(01 position 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 digital product project implementation on UAT, training, and documentation.

#### Main Duties

- Ensure that digital platform issues, incidents and enhancements are managed proactively Update and maintain the Digital Banking Platform content (website contents, and other online forms)
- Ability to analyze complex changes and produce clear specifications as well as other deliverables such as user documentation.
- Report and evaluate customer feedback and compliance for future enhancement
- Assist to support training on newly launch digital product
- Conduct UAT/documentation on digital product
- Prepare customer digital performance report to management
- Assist to monitor on performance of digital and payment service; and take action through reporting during underperformance
- Other tasks assigned by Manager.

#### Skills/ Experiences

- Bachelor of Business/Banking
- At least 1-year experience in a financial institution service industry experience
- Excellent written and verbal communication skills
- Willingness to learn and advance within the support team environment
- Experience with Digital Banking Products Systems
- Good communication skills, you should be able to explain technical scenario's to a non-technical product owner
- Able to work under pressure and upcountry.

#### 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

E-mail: [hr@ftbbank.com](mailto:hr@ftbbank.com)

[www.ftbbank.com](http://www.ftbbank.com)

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