

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"

Officer, Digital Banking Support & Project Implementation 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

- Track and monitor project progress, ensure effective implementation of new services/initiatives and perform post-implementation review after launch.
- Troubleshoot problem reporting and communicate to appropriate team member if can't be resolved immediately escalate status to relevant team member. Analyst the issue then forward to specific technical team for the fixed.
- Support training on newly launch digital product.
- Conduct UAT/documentation on digital product in both backend and frontend.
- Prepare customer digital performance report to management.
- Manage the general administration of the department.
- Test alignment of business requirements with current/future state business processes and key operational controls.
- Identify test system issues, user acceptance testing, and report findings to the Digital Banking Manager.
- Monitor on performance of digital and payment service; and take action through reporting during underperformance
- 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 or two-year degree in business or IT plus one year of service industry experience.
- Quick learner with innovative problem-solving abilities.
- 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 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