AMK Microfinance Institution Plc. is one of Cambodia’s leading microfinance institutions, with coverage all over the country. AMK employs over 3,500 staff serving almost 1,000,000 clients in nearly 13,000 villages across Cambodia, 91% of all villages. We are looking for a talented and committed individual to join our diversified team, and offering attractive career prospects across branches and departments of our business.

A job at AMK is more than just a paycheck - we support our employees in their development and growth and help them explore their unique strengths.

Job Title: Digital Banking Support Officer
Report to: Digital Banking Support Manager
Location: Head Office
Closing Date: May 08, 2020

Job Responsibilities

- Develop material and user Instruction of each channels (Agent, ATM, OTC, Merchant, MB/IB)
- Support end users on AMK digital banking system
- Unit/ticket testing within team
- Regression testing/UAT on AMK digital banking system
- Raise ticket, follow up and update in Helpdesk (follow internal SLA)
- Work with relevant department/vendor to find out solution for user
- Strengthen support quality and flexible time rotation
- Provide training and refreshment to master trainer
- Back up Tasks within team
- Any task as assign by supervisor

Qualification and Experiences:

- Graduated BBA in Business management, Accounting, Finance, Banking, IT or other related field
- At least 1-year experience in relevant work
- Ability to analyze the issue system flow and accounting posting transaction in detail
- Be able to handle multi-task at the same time
- Be able to work under pressure
- Can work independently with less supervision
- Good knowledge of computer office applications such as Ms. Words, Excels, PowerPoint
- Knowledge of microfinance or banking services is an advantage
- Experience to work or using banking switch, Digital Banking software is an advantage
- Good communication and inter-personal skill
- Working knowledge of English

Benefits

- Competitive salary package to the employees
- Khmer new year bonus
- Phchum Ben bonus
- Retention bonus
- Retirement bonus
- Incentive
- Pension fund
- 100% medical insurance for employee’s spouse and children for local treatment
- Overseas treatment
- Accident insurance 24/7days
- Education loan with only 2% interest rate per year
- Housing loan with only 5% interest rate per year
- Maternity/Paternity Allowance
- Annual leave based on Cambodia labour law
- Capacity development and opportunity to promote per job requirement
- Seniority payment
- Working condition in accordance to the Cambodian Labor Law
Interested candidates should apply by sending a CV and a cover letter to: AMK branch and sub-branch offices or Head Office, Building 285, Yothispol Khemarak Phoumin Blvd. (271), Sk. Tornrub Tuek, Kh. Chamkarmorn, Phnom Penh, Cambodia or E-mail: job@amkcambodia.com

**Attachments:**

- A copy of obtained certificates or confirm letter by the University
- A copy of national identification, family book, and certificate of birth

For additional information, please contact at Tel: (023) 993 062 / (023) 224 763 or visiting website: www.amkcambodia.com

AMK is an equal opportunity employer. Qualified women and persons with disabilities are encouraged to apply.