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 : Business Application Support Officer
Report to : Deputy Head of Management Information System
Location : Head Office
Closing Date : June 12, 2020

Job Responsibilities
- Possessing specialist knowledge of operating systems, devices, applications and software
- Providing technical support to teams within the organization, and to external clients when required
- Assisting with systems integrations
- Managing ticketed query system and ensuring comprehensive database of queries and resolutions is kept up to date
- Maintaining and updating technical documents and procedures
- Identifying and resolving technical issues
- Managing coordination at a local and international level where required
- Delivering regular and customized training to teams within the business
- Preparing maintenance plans and upgrading schedules for the organization’s systems
- Developing reports for teams across the business
- Other duties as assign by supervisor or line manager

Qualification and Experiences:
- Bachelor Degree in Computer Science or related field
- 2 years’ experience in system application support
- Experience in Financial Services is a plus.
- Must be able to learn and research for new technologies
- Ability to explain complex ideas to those with limited IT and systems knowledge
- Exceptional verbal and written communication skills
- Listening ability and patience
- Extraordinary customer service and relationship management experience
- Ability to multi-task and to work independently, drive for result
- Critical thinking skills

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, Yothapol Khemarak Phoumin Blvd. (271), Sk. Tomnub 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 employment. Qualified women and persons with disabilities are encouraged to apply.