

Exciting Career Opportunity

Foreign Trade Bank of Cambodia (FTB) is Cambodia's first and foremost bank. It has been providing customers with safe and reliable banking services for 40 years. With our head office in Phnom Penh, we currently operate eleven branches and office in Phnom Penh, Sihanoukville, Siem Reap, Battambang and Kampong Cham province and plan to continue expanding our distribution network. In order to cope with the growth, we are looking for highly motivated and qualified candidates to join with our *"Employer of Choice Bank"*:

ATM Support Officer (02 position based in Head Office, Phnom Penh)

The position is responsible for monitoring ATM network cash levels and operations ensuring up-time is maintained at all times, and maintaining compliance with policies and procedures at all times.

Main Duties

- Accountable for ATM fixing and services monitoring to maximize uptime e.g. fast tracking end to end resolution on ATM and the peripherals issue e.g. receipt rolls, Journal rolls, UPS.
- Manage ATM incident and issue, ATM information, ATM and spare part stock, and ATM error report
- Plan schedules for maintenance ATM
- Prepare documents on ATM usage and train people who involves in ATM
- Go ATMs off-site when ATM down or network problem (Phnom Penh, and Provinces)
- Work with Vendor to Install and configure New ATM machines
- Provide technical support, troubleshooting in solution of transactional errors
- Perform other tasks assigned by supervisors

Skills/ Experiences

- Bachelor Degree of IT or related field
- Cambodia Nationality Only. Males are encouraged to apply
- More than two years' experience related to the said position
- Good knowledge and understanding of ATM, Electronic Banking and banking products and services
- Good organizational and time management skills
- A strong desire to work in a team oriented
- English language proficiency
- Computer literacy in Microsoft Office Word & Excel

How to Apply:

Submission Deadline: 15 August 2019 at 5.00 PM

Interested applicants, please send by email attached with a cover letter and your most updated CV (**with current photo**) to: hr@ftbbank.com or submit the hard copy at Our Head Office, Building No. 33 C-D, Tchecoslovaquie Blvd (169), Sangkat Veal Vong, Khan 7Makara Phnom Penh. Only short-listed candidates will be contacted for interview.

More information, please kindly contact phone number: 081 666 597

Please visit our website: <http://www.ftbbank.com/vacant-and-career> for more available vacancy.