

WE'RE HIRING

AMK Microfinance Institution 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 : Network Operation Center (NOC) Assistant (1Post)
Report to : Network Operation Center Manager
Location : Head Office
Closing Date : July 26, 2021

Job Responsibilities

- ▶ First line support to all users on IT related queries
- ▶ Responsible to support in resolving incidents, requests of IT related hardware and software as well as internal system
- ▶ Resolve incident in ticket system, issue tracking and provide knowledge base on common issue
- ▶ Escalate and assign the issue to the responsible team
- ▶ Provide support to user within defined SLA
- ▶ Monitoring all connectivity, system availability, system resource, ATM, Security Camera and provide preventative reports on any suspicious finding
- ▶ Inform to related team of any critical alert on monitoring system
- ▶ Follow AMK's standard policies and procedures
- ▶ Report the incidents, requests, monitoring and suggestion to line manager

Qualification and Experiences:

- ▶ Bachelor degree in Computer Science/Related field or higher
- ▶ Willing to work independently or as a team
- ▶ Good communication, facilitation and good interpersonal skills
- ▶ Good written and spoken English
- ▶ Honest, Innovative and flexible
- ▶ **Benefits**

- ▶ AMK provides a competitive salary package to the employees
- ▶ Salary increment after pass probation
- ▶ Salary increment rate every year
- ▶ Khmer new year bonus
- ▶ Phchum Ben bonus
- ▶ Retirement bonus
- ▶ Staff incentive
- ▶ Staff pension fund
- ▶ Staff retention bonus
- ▶ 100% medical insurance for employee's spouse and children for local treatment

- ▶ Staff accident insurance 24/7days
- ▶ Staff loan for education purpose with only 2% interest rate per year
- ▶ Staff housing loan with only 5% interest rate per year
- ▶ Allowance for employee and spouse who given birth to the baby
- ▶ Annual leave 18 days per year
- ▶ Staff capacity development and opportunity to promote per job requirement
- ▶ Staff seniority payment
- ▶ Working condition in accordance to the Cambodian Labor Law
- ▶ Staff overseas treatment

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.Boeng Keng Kang, 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.