

WE'RE HIRING

AMK Microfinance Institution is one of Cambodia's leading microfinance institutions, with coverage all over the country. AMK employs over 3,700 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	:	Senior Digital Banking Support Officer (01 Post)
Report To	:	Senior Digital Banking Support Manager
Location	:	Head Office
Closing Date	:	May 20, 2025

Job Responsibilities:

- ▶ Monitor and facilitate each channels (Agent, ATM, OTC, Merchant, MB) especially all bill payments.
- ▶ Support and handle the VAS system module.
- ▶ Take primary responsibility for creating/modifying billers in accordance with SLA.
- ▶ Follow up and update incidents in Helpdesk, and collaborate with the switching vendor.
- ▶ Provide support to the team in problem solving related to BAU and relevant projects, as well as both Helpdesk services and on-call support.
- ▶ Involve with UAT related project such as Teller UI, Agent Banking, Mobile banking...etc....
- ▶ Liaise with relevant teams within IT division for any technical requirements.
- ▶ Liaise and facilitate with business team, operation team, call center to support all related task.
- ▶ Liaise with external vendor for raise issue or incidence and follow up to meet timelines.
- ▶ Support first level during weekends and holidays, as needed.
- ▶ Perform other tasks as provide by supervisor.

Qualification and Experiences:

- ▶ Graduated BBA in Business management, Accounting, Finance, Banking, IT and other related field.
- ▶ At least 3 years' experience in digital banking such as ATM, Agent, OTC etc.
- ▶ Knowledge of microfinance institution work is an advantage.
- ▶ Experience in team management and tasks allocation.
- ▶ Understanding on MFI core banking software, Switch, Channel Digital Banking is an advantage.
- ▶ Good knowledge of computer office applications such as Word, Excel, PowerPoint.
- ▶ Has knowledge in MS. SQL database queries and Oracle Database queries.
- ▶ Good communication and inter-personal skill.
- ▶ Ability to analyze the issue in detail.
- ▶ Ability to work under pressure.
- ▶ Ability to work independently with less supervision.
- ▶ Good written and spoken English.

Benefits

<ul style="list-style-type: none">▶ AMK provides a competitive salary package to the employees▶ Salary increment rate every year▶ Khmer new year bonus (100%)▶ Pchum Ben bonus (Up to 50%)▶ Retirement bonus (300%)▶ AMK Pension fund (Up to 84%)▶ Retention bonus (Up to 200%)▶ Seniority payment (Backward & Forward)▶ Incentive (no cap based on performance)▶ Uniform allowance▶ Phone allowance	<ul style="list-style-type: none">▶ Moto rental allowance▶ Medical insurance including dependent (100% no limit) plus oversea treatment for staff▶ Accident insurance 24/7days▶ Birth delivery package (up to 2,400,000)▶ Staff loan (lower rate at 2%)▶ Annual leave 18 days per year▶ Paid Sick leave & maternity leave (up to 6 months)▶ Capacity development and opportunity to promote per job requirement▶ Working condition in accordance to the Cambodian Labor Law
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Interested candidates should apply by sending a CV and a cover letter to all AMK branches and 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](mailto: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.