



Vacancy Announcement

Exciting Career Opportunity



FTB

ធនាគារពាណិជ្ជកម្មកម្ពុជា ភ្នំពេញ
Foreign Trade Bank of Cambodia

Foreign Trade Bank of Cambodia (FTB) is the first commercial bank in Cambodia, a truly local bank trusted since 1979. FTB has been providing customers with safe and reliable banking services. With the vision to be the preferred commercial bank in Cambodia, we continue supporting customer to grow and prosper while offering stable and long term career opportunities for all staff. As we are expanding the operation and building a high performing team to support our long-term sustainable growth, we are looking for highly motivated and qualified candidates to join with our "Employer of Choice Bank"

Staff, Digital Quality Assurance Unit

(01 position based in Head Office, Phnom Penh)

This role involves ensuring the quality of digital banking products and services; preparing and producing documents or instructional videos on how to use digital banking products and programs for training staff, practitioners, and customers; collecting and compiling documentation for each digital banking project in both soft and hard copy formats; and delivering documents to recipients accurately and in accordance with technical specifications, while ensuring a high level of security.

Main Duties

- Ensure the quality of digital banking services in accordance with established standards and high efficiency prior to official launch;
- Collect, prepare, and compile all documentation related to the development and enhancement of digital banking services, in both soft and hard copy formats;
- Store documents according to technical specifications, ensure security, and maintain all digital banking system content (such as website content and various online forms);
- Analyze complex changes and present specific requirements in relevant documents. Prepare all incoming and outgoing documentation related to digital banking services, record receipts, and ensure documents are delivered accurately, clearly, comprehensively, and on time;
- Participate in the implementation of digital banking service development projects. Conduct vulnerability testing and risk analysis, and prepare instructional materials for training teams prior to the official rollout of new products or programs;
- Check the creation of documents and instructional videos on how to use digital service products and programs, ensuring they are accurate, easy to understand, and practical for both customers and internal staff;
- Perform additional tasks/projects assigned by manager.

Skills/ Experiences

- Bachelor's degree in Computer Science or other related fields.
- At least one year of experience working in the digital banking sector, with a focus on ensuring the quality of products and services.
- Knowledge and understanding of testing methodologies and tools;
- Proficiency in using quality assurance software;
- Experience with technical skills related to the industry or product being tested
- Experience on data analysis and statistical techniques;
- Knowledge of quality management systems (ISO 9001, Six Sigma, etc.).

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Investing in the future