Vacancy Announcement

FTB
ធនាគារពាណិជ្ជកម្មក្រៅប្រទេស នៃកម្ពុជា
Foreign Trade Bank of Cambodia

Exciting Career Opportunity

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"

Senior Staff, Digital Quality Assurance Unit (01 Positions based in Head Office)

This role involves managing and ensuring the quality of digital banking products and services; preparing and producing documentation or instructional videos to train 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

- Manage and ensure the quality of digital banking services in accordance with established standards and operational efficiency before official launch;
- Manage, collect, prepare, and compile all documentation related to the development and improvement of digital banking services, in both soft and hard copy formats, Store documents according to technical specifications, ensure security, and maintain all content within the digital banking system (e.g., website content and online forms);
- Analyze complex changes and present detailed specifications in relevant documentation;
- Manage all incoming and outgoing documents related to digital banking services, accurately record receipts, and ensure timely, clear, and complete delivery to recipients;
- Oversee and participate in the implementation of digital banking service development projects;
- Conduct vulnerability testing and comprehensive risk analysis to develop training materials and instructions content for internal teams prior to the official launch of new products or programs;
- Supervise the production of documents and instructional videos on the use of digital products and services for customers and internal staff, ensuring that all materials are accurate, user-friendly, and practical;
- Research and develop more efficient methods for organizing and storing project documentation;
- Manage departmental meetings, identify inefficiencies in workflows, propose improvements, and provide ongoing support and training to team members to ensure effective and timely tasks execution;
- Perform additional tasks/projects assigned by manager.

Skills/ Experiences

- Bachelor's degree in Computer Science or other related fields.
- At least 3 years of experience working in the digital banking sector, with a focus on ensuring the quality of products and services.
- Good knowledge and understanding of testing methodologies and tools;
- Proficiency in using quality assurance software;
- Good experience with technical skills related to the industry or product being tested;
- Good experience on data analysis and statistical techniques;
- Knowledge of quality management systems (ISO 9001, Six Sigma, etc.)
- Communication & Interpersonal awareness;
- Computer literacy; in particular, Microsoft Word, Excel and Power Point.

How to Apply:

Interested applicants, please send by email attached with a cover letter and your most updated CV (**with current photo**) to: hr@ftb.com.kh 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: 081 666 597/081 444 179