



Senior Officer, CMS & Switching Administration and Technical Support

Based in Phnom Penh, Cambodia.

Responsibilities

- Handle on the current switching system as well as the integrated system, Cambodia Shared Switch (CSS) ... etc.
- Setup, maintenance any required system environment SIT, UAT, PRE-PROD, etc.
- Ensure the system is updated as per the changes released by the card schemes
- Ensure the backup environment (DR) and the production environment (DC) having the same configuration, setting, parameterizing and real-time synchronization
- Assist in switching over exercise between DC and DR at least twice a year
- Maintain and keep the Edit Package system as well as Visa Testing System (VTS) up-to-date
- Ensure the acquiring BIN table is up to date as per released by the card scheme companies like Visa, MasterCard, Union Pay, JCB ... etc.
- Conduct on Card Management System (CMS), ensure the users and roles are well managed and performed user access review in every three months
- Ensure credit card statements are generated and sent to the card holders on time
- Manage system logs and keep in a safe location for internal/external purpose
- Assist in new card scheme projects implementation (MasterCard, Union Pay, JCB ... etc.) and any other third-party integration project
- Initiate new technology functionalities on top of the current existing functionalities on the ATM machines and POS terminals to ensure that Sathapana bank is a leading technology bank
- Provide second-level support to the call center or the business team
- Perform troubleshooting as required such as efforts to lead problem-solving by involving outside vendors and other support users
- Ensure PCI compliance as well as internal and external audit

Qualifications

- Bachelor's Degree in Information Technology, Information Security, Cyber security, and qualification on project implementation is a plus
- At least 3 years of working experience related to Card Management System and Switching System and system projects implementation
- Knowledge and experience in database management, Ms. SQL server and Oracle
- Be proactive and good team work and customer service orientation skill
- Good at English and Microsoft Office (Words, Excel and PowerPoint)

To Apply

- Interested candidates are encouraged to apply via job@sathapana.com.kh
- For more information, please contact us at 023/ 081 999 010/ 096 258 0666 or go to <https://www.sathapana.com.kh/careers/job-opportunity/>