



**ធនាគារ ស្ថាបនា**  
**SATHAPANA BANK**

## Manager, Digital Channel System

Based in Phnom Penh, Cambodia.

### Responsibilities

- Manage digital app support unit
- Analyze and determine digital product/service issues by clarifying customer's complaints, identifying root causes, providing best solution, expediting correction/adjustment.
- Troubleshoot issues and/or complaints of digital products from all channels following internal working procedures in timely and professional manner.
- Escalate complex technical issues to relevant teams and follow up status of issues to ensure solutions are delivered to end users within timebound.
- Book incoming issues into system and track all tickets to ensure responsiveness and compliance to internal SLA.
- Monitor, record and prepare report for identified gaps or functions and provide such findings to line manager/relevant teams for further improvement.
- Accumulate customer feedbacks and share with Product Owner(s) on a frequent basis for further product enhancement to address gaps and fulfill customer's demands.
- Attend product training/navigation to obtain excellent updates/knowledge on digital products/services in order effectively support customers/users.
- Stay on top of all digital product/service features
- Ensure PCI compliance as well as internal and external audit.

### Qualifications

- Bachelor's degree in IT or related field
- Minimum two years of experiences in App Support, IT Support, Contact center or related field.
- Have good knowledge of Digital Banking Products/Services, both web-based applications and Mobile applications
- Good customer supports, communication skills and task/team management
- Knowledge in ITSM, Jira or Redmine portal
- Ability to learn new system quickly
- Ability to communicate in English, both speaking and writing
- Have knowledge on SQL statement and Programming language is a plus

### To Apply

- Interested candidates are encouraged to apply via [job@sathapana.com.kh](mailto:job@sathapana.com.kh)
- For more information, please contact us at 023/ 081 999 010/ 096 257 9666 or go to <https://www.sathapana.com.kh/careers/job-opportunity/>