

Job Description

Position:	Officer, ATM Operation and Support
Department:	Digital Banking Development
Reporting to:	Supervisor, ATM Operation and Support
Location:	Head Office

I. Duties and Responsibilities

- Accountable as an ATM Offsite Key Custodian for Phnom Penh locations, ensuring proper key management and compliance with security procedures.
- Monitor ATM network performance and uptime to ensure continuous service high availability.
- Identify and escalate ATM service, software, and hardware issues to technical support teams or vendors, ensuring resolution within agreed SLAs.
- Conduct regular ATM performance and security inspections to maintain optimal functionality and adherence to operational standards.
- Coordinate with branches and CIT teams for timely and accurate ATM cash replenishment, including performing cash forecasting to prevent cash-out incidents and support reconciliation accuracy.
- Handle customer issues related to ATM dispute and card capture ensuring timely coordination with branches and meeting dispute resolution SLAs.
- Provide training and guidance to branch ATM custodians on cash loading and basic ATM operational procedures to enhance operational readiness.
- Support new ATM deployments and Go-Live activities for new or relocated ATMs at branches or offsite locations.
- Develop test scenarios, perform User Acceptance Testing (UAT), and maintain complete, approved documentation to support secure and reliable system changes.
- Address customer inquiries related to ATM transactions and general ATM functionality in a timely and professional manner.
- Other assignments and tasks assigned by line manager.

II. Qualification

- Bachelor's degree in management, Finance and Banking, Information Technology, or related fields.
- At least 1-2 years' experience of ATM/CRM operations.
- Knowledge of ATM hardware/software (NCR, Diebold, GRG, etc.) preferred.
- Able to travel around for ATM offsite and mission/support to branches.
- Microsoft Office, Team Player, Planning & Organizing, Problem Solving, Good Communication, Attention to detail, analytical, vendor management, negotiation, creative, open to change and new idea, and result oriented.