

Job Description

Position:	Supervisor, Internet Banking Operations
Department:	Digital Banking Development
Reporting to:	Senior Manager, Digital Project Management
Location:	Head Office

I. Duties and Responsibilities

- Lead and support Internet Banking project planning and execution, ensuring timely delivery and alignment with business objectives.
- Participate in requirement analysis and testing activities for Internet Banking enhancements and new features.
- Coordinate post-deployment activities including service announcements, workflow documentation, and stakeholder training.
- Monitor Internet Banking operations and collaborate with internal teams to resolve service issues and customer inquiries.
- Review market trends and service conditions to identify opportunities for improvement and innovation in Internet Banking offerings.
- Prepare and submit reports related to Internet Banking performance and compliance for internal and external stakeholders.
- Participate in project meetings and vendor discussions to track progress and follow up on action items related to Bakong and VISA services.
- Support Bakong wallet upgrades, recovery processes, and service enhancements.
- Assist in planning and execution of VISA-related digital initiatives and operational support.
- Act as the department's Risk Champion, consolidating monthly risk incidents and conducting annual/semi-annual risk and control testing.
- Ensure compliance with internal policies and regulatory requirements through accurate and timely reporting.
- Develop and maintain internal workflows, procedures, guidelines, and user guides for digital banking services.
- Define reporting requirements and produce timely reports for regulators, internal stakeholders, and management.
- Provide coaching and training to Senior Officers and Officers within the unit to build capacity and ensure service excellence.
- Perform other tasks as assigned by the line manager to support departmental goals.

II. Qualification

- Bachelor's degree in IT, Computer Science, Banking & Finance, Business Management, or a related field.
- Minimum 3 years of experience in Digital Banking operations, including Mobile Banking, Internet Banking, product management, IT business analysis, or project management.
- Strong background in System Integration Testing (SIT), UAT, defect tracking, test coordination, and vendor collaboration.
- Proven involvement in digital product deployment, including pre-launch testing, post-launch support, and operational process development.
- Demonstrated experience in project coordination and working cross-functionally with IT, Operations, PMO, Risk, and Business Units.
- Solid experience preparing operational documentation, regulatory and internal reports, and supporting team coaching and capacity building.
- Strong knowledge of Internet Banking, Mobile Banking, VISA services, and Bakong operations, with experience managing service issues and enhancements.
- Ability to manage post-deployment activities, workflow development, and cross-departmental coordination to ensure service quality and operational efficiency.
- Have strong knowledge of digital banking services, excellent analytical and documentation skills, solid experience with testing and issue management, and the ability to communicate and collaborate effectively across teams. Proficiency in MS Office and UI/UX tools such as Figma is also required.