

Company Background:

DGB Bank is a licensed commercial bank in Cambodia and a member of DGB Financial Group in Korea listed on Korea Stock Exchange. Candidates meeting the following conditions are kindly invited for interview to join the Bank.

Job Title: IT Support Unit Manager.

Base in Phnom Penh, Head Office

Responsibilities:

- Managing and supporting a team of help desk technicians
- Monitoring team performance and developing feedback reports for management.
- Communication with clients and providing in-person and phone support, if required.
- Making recommendations to improve operational efficiency.
- Ensuring help desk technical are abiding by ticketing expectations and tracking the resolution of problem.
- Logging all service requests and updating tickets as needed.
- Managing escalations and resolving technical issues.
- Monitor network connectivity and system monitoring.
- Install and configure computer hardware operating system, application and network.
- Maintain inventory IT assets.
- Perform software review for endpoint frequently.
- Resolve problem and support user as per service tickets within SLA
- Troubleshooting system and network problems, diagnosing and solving hardware or issue problems.
- Other tasks as per assigned by manager.

Requirements:

- Bachelor's Degree in computer science or an equivalent qualification.
- At least 4 years' experience working as helpdesk support.
- Experience in WAN, LAN and Domain System controller.
- Good Communication, problem solving and analytic skill
- Ability to organize and work under pressures. Excellent interpersonal skill.
- Be able to handle and solve technical issue as well as giving advise
- Highly responsible person, Hardworking and proactive

Remunerations:

Competitive salary with benefit packages, including two months bonus of basic salary, lunch allowance, insurance, uniform, etc.

How to apply:

CV with Cover letter to the following address: N° 689B, Kampuchekrom Blvd., Sangkat Teuk Laak I, Khan Toul Kork, Phnom Penh, Cambodia. Tel: 023 999 990, Email: hr@dgbcamboia.com Only short-listed candidates will be invited for interview.