



JOB DESCRIPTION

Position	Reporting To	Department
Head of Digital Transformation Department	CEO	Digital Transformation Department

Job Purpose

The Head of Digital Transformation is responsible for leading the company’s digitalization strategy and initiatives to improve operational efficiency, customer experience, and credit workflows. This role oversees EKYC onboarding, Loan Origination System (LOS) development, mobile app management (WinSol), and the implementation of innovative digital solutions across all branches.

Key Responsibilities

- Develop and execute the company’s digital transformation roadmap.
- Lead projects related to EKYC, LOS enhancement, and workflow automation.
- Oversee the development and improvement of the WinSol mobile app for branch monitoring and reporting.
- Collaborate with IT, Operations, Credit Planning, and external vendors to ensure successful implementation.
- Standardize branch workflows and strengthen internal controls through digital platforms.
- Collect and analyze user requirements and translate them into technical specifications.
- Ensure compliance with regulatory standards and internal policies.
- Provide training, manuals, and ongoing support for digital tools.
- Monitor project progress and report to senior management.

Qualifications

- Minimum 5–7 years of experience in digital transformation, IT project management, or financial technology.
- Strong understanding of EKYC, LOS, workflow systems, and mobile app functionality.
- Proven experience in managing large-scale digital projects in banking or microfinance.
- Excellent leadership, communication, and negotiation skills.
- Proficient in Microsoft Office and digital project management tools.
- Strong strategic thinking, problem-solving, and time management.
- Creativity and attention to detail.
- Fluent in English and Khmer (Korean is a plus).

(EOD)