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DIGITAL GOVERNMENT COMMITTEE

1. MESSAGE TO CANDIDATE

"At Digital Government Committee, we are dedicated to building citizen trust through innovative digital solutions that not only empower communities but also contribute to the development of our country. We aim to put our country on the world map by delivering advanced, impactful digital products and services. By joining us, you will play a crucial role in creating transparent, reliable solutions that shape the future of our nation and strengthen public confidence. **Together, we can build a better tomorrow and elevate our country's presence on the global stage.**"

2. GENERAL INFORMATION

Organization	Digital Government Committee - DGC
Job Title	Jr. Product Support Specialist
Level	-
Location	DGC Olympia
Term	Full time
Salary	Negotiation

3. ROLE SUMMARY

To provide frontline support for users of digital government platforms and services, resolving common technical issues, guiding users through system usage, and ensuring accessibility and trust in digital public services.

4. RESPONSILIBILITIES

Frontline User Assistance

- Serve as the first point of contact via hotline, live chat, email, or ticketing system, providing real-time support for common issues.
- Guide users through system usage, including account creation, digital form submissions, document uploads, and service requests.
- Share relevant manuals, help articles, and system links to assist users efficiently.
- Maintain professional, friendly, and accurate communication with all users always.

Issue Management & System Feedback

- Classify and record all user issues systematically in the ticketing system.
- Escalate unresolved, technical, or policy-related cases to Level 2 support or the appropriate teams.

- Contribute to the internal knowledge base by documenting recurring issues and their resolutions.
- Monitor and report user feedback trends to help improve platform usability and enhance user satisfaction.

5. QUALIFICATIONS

- A bachelor's degree in computer science or a related field is required, or the candidate must be currently pursuing one.
- The candidate must have strong written and verbal communication skills in both Khmer and English.
- Familiarity with government platforms and user onboarding processes is essential.
  They should be detail-oriented and empathetic, with a strong mindset for public service.
- The ability to handle information with confidentiality and escalate issues appropriately and professionally is expected.
- The ideal candidate is friendly, patient, and solution oriented.

6. HOW TO APPLY

- Submit your CV and information to this form:
  https://form.gov.kh/666e65d67e60fe0012cf6edc

7. CONTACT PERSON

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