



Job offer : Business Application Support (IT)

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Pour un Sourire d'Enfant (PSE) - For a Child's Smile is a non-profit organization founded by Christian and Marie-France des Pallières, operating in Cambodia since 1995. Its mission is to help children escape from destitution and lead them to decent, skilled and well-paid jobs.

Recognized by the local authorities, PSE is working in respect of the country with the Cambodians and thus supports sustainable development.

Six main programs – adapted to the needs of the children – have been developed: food, health, protection, education & schooling, vocational training and help for families.

PSE helps 7,000 children and 7,000 graduates from PSE Vocational Training program graduates have already successfully integrated the job market with a real qualified position. PSE employs more than 650 people in Cambodia (Phnom Penh mainly) and 8 staff at the headquarters in France. 500 volunteers in different countries are actively working on making the organization known through fundraising donations and sponsorships.

In 2000, PSE received the French Human Rights Prize from the French Republic.

Job location : Phnom Penh Cambodia

Start date : 30-06-2026

Job description :

S/he will be responsible of functional support of PSE business applications.

Missions :

- **End users support**
 - Answer user requests and help them to use applications effectively on a daily basis
 - In coordination with Key users, train new users and provide refresh training when needed
- **Corrective maintenance**
 - Make first level analysis / diagnosis and fix issue if possible
 - Coordinate with 2nd level support or software development (when exists) for bug fix
- **Users management and access management**
 - Create new users in the systems and deactivate users when employees leave PSE
 - Change assignment on PR/PO workflow and other workflows
 - Change user accesses and Approval levels when needed
- **Functional evolutions**
 - Collect and understand new requirements
 - Priorities new requirements with heads of departments and IT Application Specialist.
 - Execute simple evolutions (configuration and simple code changes)
 - Plan complex evolutions with service provider (when exists)
- **Application upgrade**
 - Participate to software version upgrade project
- **Documentation**
 - Insure all application track changes done in the applications are properly documented
 - Insure documentation is always up to date and complete (in English)
 - Insure training documents / user manuals are up to date (in English and in Khmer)

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- **Coordination with System/Network Administrator team**
 - Define planning of technical changes and application downtimes with Server/database/network team
 - Prepare and participate to DR drills (disaster recovery planning)
 - Prepare and participate to technical projects (OS upgrade...)
 - **Compliance to Security policies for applications**
 - Insure that application maintenance procedures are fully compliant with PSE Security policies
 - Participate to Security audits, Internal and External
 - Be up to date with security vulnerabilities and exposures risks and work with System administrator on system upgrade/patching
 - **Budget and contract management :**
 - Support IT Application Specialist in driving partnership with suppliers and software editors, follow up and renew contracts
 - Support IT Application Specialist with building and tracking of yearly budget related to projects and maintenance/run of applications
 - **IT Inventory management:**
 - Insure that the IT Inventory are well manage (All IT Asset).

Profile :

Education

- At least Bachelor Degree in IT

Experience

- Minimum 3 years experience in business software development
- Experience in managing business applications, especially around Finance, purchasing and HR is a plus

Skills

- Good communication skills, capable to work with business people from various functions
- Fluent Khmer/English (read/write/speak)
- Organized and process oriented
- Usage of Microsoft (Excel, Word, PowerPoint..)
- Usage of ticketing tool is a plus

Specific Technical Competencies

- Python programming expertise is a plus
- Project management experience is a plus
- Data Analysis

Attitudes

- Willing to move from technical/development role to a more functional / application management role (especially around accounting, purchasing, HR...)
- Willing to learn new technologies
- Problem solving approach
- Team spirit
- Commitment to PSE's vision, core values and code of conduct
- Policy compliance and protection of children
- Patience, adaptability and ability to cope with change process.
- Ensuring timely, high quality results. Being a role model for continuous learning and improvement.

Details and contacts :



Submit CV: <https://t.me/PSERECRUITMENT>



Email: recruitment@pse.ngo



Tel: 093617555

Address: No. 402, Groupe 12, Village Trea, Stung Mean Chey,

Phnom Penh, Cambodia

PSE Recruitment Channels:

- Facebook: <https://www.facebook.com/pserecruitment>
- Telegram Chanel: <https://t.me/recruitepse>
- Website: <https://www.pse.ngo/>

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