

TERMS OF REFERENCE

Job holder name:	Designation: IT Officer
Job grade: M5	Directly reports to: Chief Information Officer, IT Department

Job purpose {define the key aspects of the role briefly – why does the job exist?}

IT Officer will be responsible for interacting and working on various channel related queries and complaints from customers including but not limited to providing reconciliation of accounts based on system reports/ queries and rectification thereof.

Key responsibilities {define the key responsibilities of the job}

1. Understanding of the IT solutions and infrastructure existing in the Bank
2. Understand overall operations of the Bank
3. Respond to queries and complaints received from call center or other channels
4. Understand integration system and its flow with the vendors.
5. Investigate and troubleshoot any flaws related to the reconciliation with the help of IT team.
6. Must update with the concerned division/department/vendors if any changes are made pertaining to his/her assigned job.
7. Interact effectively with the vendors to carry out necessary reconciliation task.
8. Must provide immediate reconciliation assistance to the vendors as and when required.
9. Understand settlement process of the vendors in order to meet their requirement.
10. Any other duties that may be assigned by the supervisor.

Areas of contribution {define the key areas of performance measurement}

- ✓ Timely response to queries/ complaints.
- ✓ Maintenance of proper documentation of all activities carried out.
- ✓ Ability to track and escalate issues where required.

Authorities & decision making {define the key authorities implicit to the job **but not financial responsibilities**}

- ✓ To effect corrections in accounts based on approvals.
- ✓ Interact with IT team for further information required to support rectification/ resolution activities.

Experience & knowledge required {define the experience & knowledge required to do the job well}

Qualification: Graduates with BCA/ B. SC. IT with Knowledge of Sql queries, Proficiency in MS Word/ Excel
Experience: Fresh.
Skills required: Good written and oral communications, preferably in English and Dzongkha languages as well as ability to maintain inter-personal relationships and Ability to understand and absorb new technologies and interest in continuous learning.

Complexity & judgment {define the job complexities & areas where judgment by job-holder is vital}

Ability to understand issues and respond with right resolution and ability to prepare adhoc presentation as and when required.

Freedom of decision-making {define the areas where the job-holder can exercise independent decision making}

Provide any details/ information based on vendor requests other than KYC norms and BOB SR rules. Recommend tools required for the job role and use of various open software tools for improving efficiency.

Approvals {signatures in this section denote agreement to the job description}

Designation	Signature	Date
Job Holder		
Immediate supervisor		
Human Resources		