

## TERMS OF REFERENCE

<b>Job Holder name:</b>	<b>Designation:</b> IT Programmer
<b>Job grade:</b> M4	<b>Reports to:</b> Head, IT Operations

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

Programmer will be responsible for developing and maintain various software programs that already exist in the Bank or to be developed afresh. This would also include customization/ reporting requirements for off-the shelf software solutions.

**Key responsibilities** {define the key duties and responsibilities of the job}

1. Understanding of the IT solutions and infrastructure existing in the Bank.
2. Understand overall operations of the Bank.
3. Identify and assess need for changes/ modifications/ development of new software solutions.
4. Discuss, understand and document change/ new development requirements originating from various departments within the Bank or from vendors.
5. Develop methodology based on best practice for coding, maintenance and safe storage of software codes and tools.
6. Understanding of the various databases in existence in the Bank related to various systems.
7. Develop and support testing process and methodologies for testing of software's developed internally.
8. Track and manage change/ new development related requirements.
9. Any other duties that may be assigned by the supervisor.

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

1. Timely response to change/ new development requirements.
2. Maintenance of documentation related to various change/ new development requests.
3. Inculcate best practice in development activities including security features based on standard global practice.
4. Ability to understand the requirements and also provide suggestions from the solution point of view.
5. Ability to track and escalate issues where required.

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

1. To arrange for peer review of program codes.
2. Arrange for testing of solutions developed/ changes made to existing systems.
3. Call for meetings to engage the end user/ business for discussions.

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

**Qualification:** Graduates with BCA/ B. SC. IT.  
**Experience:** At least four years of experience in software development in a leading firm.  
**Skills required:** Proficiency in more than one of the following programming languages – dot Net framework, Java, PHP, C++/Knowledge of MS Sql, PL Sql, Oracle Database. Good written and oral communications, preferably in English and local language as well as ability to maintain inter-personal relationships. 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}

Impact of changes in system settings from business as well as performance aspects. Determine need for customization of system functionalities. Based on emerging business plans of the Bank, identify potential customizations/ enhancements requirements.

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

Designation	Signature	Date
Job Holder		
Immediate supervisor		
Human Resources		

Corporate Support Services Department

---

