TERMS OF REFERENCE

Job holder name:	Designation: IT Assistant (Hardware & Network)
Job grade: A3	Directly reports to: Head, Data Center Operations

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

- ✓ To commission, maintain and troubleshoot PCs and related equipment in the Bank.
- ✓ To install and update system and other software in the above.

Key responsibilities {define the key responsibilities of the job}

- ✓ Installing and repairing operating system and other system software on HO, branch computers and other BoB offices.
- ✓ Installing and repairing application software and security software (e.g. Anti-Virus) on PCs.
- ✓ Troubleshooting hardware and repairing defective components on PCs.
- ✓ Troubleshooting printers, scanner and other H/W devices and repairing defective components.
- ✓ Troubleshooting network and other software device drivers on PCs.
- ✓ Configuring and commissioning new PCs at branches and BoB offices.
- ✓ Monitor and maintain network uptime between Datacenter, Disaster Recovery (DR) site, HO, Branches and other BoB offices.
- ✓ Ensuring all time connectivity to all alternative delivery channels (ATMs, POS, Internet banking, b-Wallet, M-Banking etc.).
- ✓ Designing, configuring and troubleshoot network requirement at any location.
- ✓ Should be able to log into Cisco Networking equipment and troubleshoot network configuration like VLAN, Routing, Netting etc..
- ✓ Any other duties that may be assigned by the supervisor/Bank.

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

- ✓ Number of hardware issues reported and resolved
- ✓ Time taken to resolve hardware issues
- ✓ Expenses incurred in repairing PCs

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

The position shall not have any decision making authority and shall execute day to day work in close consultation with the supervisor.

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

Qualification: Class XII with Diploma in IT. **Experience:** Fresh. **Skills required:** Hardware Maintenance, repairing, installation of Operating System, Network design & maintenance, and 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}

Understanding and interpreting error messages and symptoms from alerts/ reported by users. Choosing simple and appropriate solution among the available options. Visualizing possible impact of resolution to be adopted.

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		