

## TERMS OF REFERENCE

Job holder name:	Designation: IT Officer
Job grade: M4	Directly reports to: Head, CBS Support

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

- ✓ To resolve CBS related issues reported by branches
- ✓ To escalate issues vendors and track them to closure
- ✓ To design BO and other reports & queries required by users, auditors and regulators.
- ✓ To generate regular & ad hoc data and reports required by users, auditors and regulators.
- ✓ To help train users in CBS usage and operations

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

- ✓ Understanding of the IT solutions and infrastructure existing in the Bank.
- ✓ Understand overall operations of the Bank.
- ✓ Understand integration system and its flow with the vendors.
- ✓ Work on data warehousing.
- ✓ Designing and developing reports
- ✓ Submitting weekly/monthly/Quarterly reports to Management and HODs.
- ✓ Providing ad hoc reports and data as required by Business Departments.
- ✓ Resolving issues reported by users relating to Reports
- ✓ Maintaining backup of report utilities and generated reports.
- ✓ Providing system related technical support and advice to branches and functional team of ITD.
- ✓ Resolving issues reported by functional team, branches and contact center.
- ✓ Simulating problems raised by users.
- ✓ Referring issues to vendors and tracking them to closure.
- ✓ Helping functional and testing teams to test fixes/ patches/ solutions provided by vendors.
- ✓ Supporting end users in times of difficulties in logging into the system or in times of error while doing transactions.
- ✓ Coordinating between functional teams, branches, contact center and vendors.
- ✓ Providing training and support on request.
- ✓ Making changes in existing system parameters, products and account class as per Business team request
- ✓ Creating and maintain various user IDs and their rights in systems.
- ✓ Creating and maintaining new GL, product and account class.
- ✓ Creating and maintaining branches in CBS application.

- ✓ Checking, maintaining and ensuring that banking systems are working
- ✓ Must update with the concerned division/department/vendors if any changes are made pertaining to his/her assigned job.
- ✓ Any other duties that may be assigned by the supervisor/Bank

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

- ✓ Number of issues reported and resolved
- ✓ Time taken to resolve issues
- ✓ Effectiveness of resolutions provided
- ✓ Number of Reports and Queries provided
- ✓ Number of BO Reports developed

**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:** BCA, B.Sc IT, BIT, B.Sc Computer Science

**Experience:** Fresh.

**Skills required:** Knowledge on Oracle, SQL queries, Linux commands, related administration, programming, Software design, Analysis, Proficiency in MS Word/ Excel, 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		