BOB
BANK OF BHUTAN

Terms of Reference - IT Officer

Job Purpose

- 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

- 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

- 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

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

- Bachelor's Degree in BCA, BIT, B.Sc. IT, B. Tech IT and B.E. IT.
- 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

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

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.