

## TERMS OF REFERENCE

<b>Job Holder name:</b>	<b>Designation:</b> IT Assistant, Network Operations Center Technician
<b>Job grade:</b> 9	<b>Reports to:</b> Head, DC

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

- ✓ To monitor on continuous basis availability of all systems operating in the Bank.
- ✓ To provide first level resolution of issues affecting system availability based on alerts/ complaints received from branches/ call center.
- ✓ To run daily/ monthly/ annual EOD/ BOD operations.
- ✓ To resolve issues faced during EOD/ BOD by liaising with other team members/ vendors.
- ✓ To take necessary data backups as required.
- ✓ To monitor Data Center environment parameters like temperature, humidity, surveillance, status of DG set, etc.

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

- ✓ To monitor on continuous basis and ensure that all systems in the Banks environment are operational at all times.
- ✓ Resolve issues based on analysis and standard resolution steps defined for each system.
- ✓ To ensure timely release of CBS to branches after EOD.
- ✓ To escalate unresolved issues within the defined timeframe to Level 2 Team/ other vendors (where necessary) and track them to closure.
- ✓ To help train users in NOC operations.
- ✓ To maintain log of issues faced and resolution.
- ✓ To ensure proper handing/ taking over reports from other shift team members.
- ✓ To maintain proper track/ record of data backup and its movement.

**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.

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

- ✓ Resolve issues based on predefined solutions and directions from other team members/vendors.

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

**Education qualification:** Class XII with Diploma in Information Management System, RIM  
**Knowledge or Skills required:** In-Depth PC applications. Fair knowledge in Management & Development, Oracle and SQL and related administration and programming, Software design and Analysis. Written & Communication Skills.

**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.