1. CBS Officer (Terms of Reference)

Job Title: CBS Officer	
Reports to:	**Section Manager**

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 & 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.

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.

Designation	Signature	Date
Job Holder		

2. IT Officer (System Administrator)

Job Title: IT Officer (System Administrator)	
Reports to:	**Section Manager**

Job purpose

System Administrator will be responsible for monitoring, controlling and reporting of all the systems that are implemented in Bank. This would also include to analyze future requirement and system upgrade plan.

Key responsibilities

- ✓ Installs, configures, and optimizes operating systems;
- ✓ Installs, tests, and documents security patches;
- ✓ Develops, tests, documents, implements and enhances backup and recovery procedures;
- ✓ Develops, documents, implements and enhances applications change-management procedures and activities;
- ✓ Manage and administer all system users;
- ✓ Maintain and document all system users for audit trail;
- ✓ Monitor all software and hardware products and ensure compliance to Data Center standards and best practice;
- ✓ Installation and maintenance of all hardware and software;
- ✓ Arranging for repair of hardware during hardware failures;
- ✓ Create filesystem;
- ✓ Install operating system, necessary files and other related software;
- ✓ Ensuring user activity are in compliance with Bank's IT policies and procedures;
- ✓ Administration and maintenance of all servers;
- ✓ Maintain software library and backup media library; and
- ✓ Perform other related duties as assigned by the authority.

Additional Responsibilities:

1. Supervise, Operate and Maintain Access Control System, Automatic GAS/Fire Suppressing System, Water Detection System, Monitoring System and other Environmental System at Data Center and Disaster Recovery Center.
2. Assist in the procurement process including RFP/specification preparation, Bid evaluation, BoM negotiation and contract finalization.
3. Perform other related duties as assigned by the authority.
4. **Mobile:** Should be available 7 x 24 over voice and SMS.
5. **Internet:** Should be available 7 x 24 over email

Areas of contribution

To have the standard setup of system environment and ensure 100% availability and reliability of the system in Bank.

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

- ✓ BCA, B.Sc IT, BIT, B.Sc Computer Science
- ✓ Strong interpersonal and managerial skills;
- ✓ Good communication, report writing and decision making skills;
- ✓ Ability to encourage and motivate workforce under the incumbent circumstances;
- ✓ Ability to work in team with decision making capabilities under stressed condition;
- ✓ Hands on experience and knowledge with a minimum of two operating systems such as LINUX, Solaris and Windows;
- ✓ Ability to understand and absorb new technologies and interest in continuous learning.

Complexity & judgment

- ✓ 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.

Freedom of decision-making

- ✓ Recommend tools required for the job role
- ✓ Design and recommend to the supervisor the most appropriate solution for implementation
- ✓ Use of various open software tools for improving efficiency

Designation	Signature	Date
Job Holder		