| Job Title: Core Banking System (CBS) Manager | |
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| **Reports to** | Chief, ICT Division |
| **Function:** | The Manager, CBS Section shall report to the Chief Division. He/she shall be a member of the leadership team with collective responsibility for achieving the Company's objectives and targets. |

**Job Description:**

**1. Project Management and Testing**

1. Taking up customization requests and CBS software enhancements with CBS vendor, for timely completion and arrange for rolling out the tested patches into CBS Production environment.
2. Ensure patches are tested properly, with regression testing as well, before moving into the production environment.
3. Ensure progress and achievement on project activities and milestones as per the approved plan.
4. Review and finalize UAT report for final sign off from all stakeholders.
5. Ensure readiness for deployment.
6. Ensure that development of training content for the end users through the vendor.
7. Prepare training plan and trainers for branch roll-outs, and manage project budget.

**2. Management & Execution**

1. Ability to provide technical support on TCS BaNCS Core Banking integration with other banking products.
2. Configuration, patches, update and upgrade management of the Core Banking System.
3. Manage and support integration of the CBS with other interconnected applications.
4. Provide business analysis and requirements gathering support for end-users.
5. Draft and implement the IT Disaster Recovery Plan in collaboration with the IT team.
6. Ensure that CBS application, tools and data are available on the disaster recovery site at any time required.
7. Document any necessary procedure related to Core Banking application for reference.
8. Anticipates Core Banking application problems and implement preventive measures.
9. Investigate and install enhancements and operating procedures that optimize CBS application availability.
10. Develop management information reports and dashboard using applicable tools.
11. Manage Service Level Agreement (SLA) with application service providers.
12. Handle and implement requests for application customizations.
13. Provide end-user trainings, and
14. Investigate user problems, identify root cause, determine possible solutions, test and implement solutions.

**Approvals** {signatures in this section denote agreement to the job description}

| Designation | Signature | Date |
|---|---|---|
| **Job Holder** | | |