

## TERMS OF REFERENCE

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| Job holder name: | Designation: IT Assistant (General)      |
| Job grade: A3    | Directly reports to: Head, IT Operations |

### Job purpose

- ✓ IT Assistant will be responsible for interacting with and working on CBS and various other banking channel related queries and complaints from customers including but not limited to providing reconciliation of accounts based on system reports/ queries and rectification thereof.
- ✓ They also exist to resolve CBS related issues reported by branches, to design reports and queries and to help train the users in CBS usage and operations.

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

- ✓ Providing system-related technical support and advice to branch users.
- ✓ Resolving issues reported by functional team, branches and contact center.
- ✓ 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 maintaining various system user IDs and their rights in systems.
- ✓ 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.
- ✓ Designing and developing reports.
- ✓ Maintaining backup of report utilities
- ✓ Submitting weekly/monthly/Quarterly reports to Management and HODs.
- ✓ Providing adhoc reports and data as required by Business Departments.
- ✓ Any other duties that may be assigned by the supervisor/Bank.

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

- ✓ Timely response to queries/ complaints.
- ✓ Maintenance of proper documentation of all activities carried out.
- ✓ Ability to track and escalate issues where required.

**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:** Class XII with Diploma in IT.

**Experience:** Fresh.

**Skills required:** Knowledge on 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      |           |      |