

TERMS OF REFERENCE

Job holder name:	Designation:
Job grade:	Directly reports to:

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

The job purpose of the IT Officer is to resolve any issues related to the Core Banking System and to take-up the issues that requires vendor intervention with the vendor. Design and generate reports for internal purpose, for Auditors and for regulators as and when required.

Key responsibilities {define the key responsibilities of the job}

1. Proper designing and developing business report (s) from the CBS.
2. Extracting and submitting weekly/monthly/Quarterly reports to the relevant Departments/Divisions/Branches and any ad hoc reports as and when required.
3. Resolving of any issues reported by users relating to reports/CBS
4. Maintaining backup of report utilities and generated reports.
5. Provide technical support and advice to branches and business owners.
6. Resolving and supporting end users regarding any issues raised or in times of error while executing the transactions in the CBS.
7. Executing changes in existing system parameters, products and account class as per the request of the business owners.
8. Carryout user creation, deletion and maintenances in the systems.
9. Creating and maintaining new GL, product and account class as and when required.
10. Creating and maintaining branches in CBS application.
11. Checking, maintaining and ensuring that banking systems are working.
12. Carry out any tasks as and when assigned by the Chief, IT Department.

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

The jobholder provides support to all the CBS Users on day-day basis by resolving system issues, developing business reports, and any other support related to Information Technology.

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

Qualification: Bachelor’s Degree in Information Technology, Computer Science, Computer Applications and Software Engineering from a well-recognized university.
Experience: Fresh.

Knowledge: Oracle, SQL queries, Linux commands, related administration, programming, Software design, Analysis, Proficiency in MS Word/Excel, good written and oral communications in English and Dzongkha languages.

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

Designation	Signature	Date
Job Holder		
Immediate supervisor		
Human Resources		