

TERMS OF REFERENCE

Job holder name:	Designation: IT Assistant
Job grade: 10	Directly reports to: Chief of IT Department

Job purpose:

The purpose of the IT Assistant (Delivery Channel) position is to provide effective technical support, monitoring, and maintenance of the Bank's digital delivery channel systems, including mobile banking applications, value-added service (VAS) platforms, and related databases. The role ensures system availability, security, data integrity, and business continuity through regular monitoring, backups, testing, vendor coordination, and compliance with IT policies, thereby supporting uninterrupted digital banking services and enhancing customer service delivery.

Key responsibilities:

- Provide technical support for the deployment, delivery, and maintenance of TPay and T Wallet Mobile Banking applications
- Conduct acceptance testing and readiness testing for newly deployed Value Added Services (VAS) platforms and solutions to ensure functionality, capacity, and stability
- Maintain mobile applications at both Data Center (DC) and Disaster Recovery (DR) sites, including regular system backups
- Monitor and support TPayRemit applications (mobile and web-based), including system performance, backups, and reporting
- Perform database monitoring, ensure regular backups, and conduct periodic data integrity testing from DR sites
- Execute DC/DR drills in compliance with the Bank's IT policies and procedures
- Coordinate with vendors for system support, upgrades, and issue resolution, including liaison with billers during service outages
- Ensure proper user access control, role assignment, and compliance with internal IT and security policies
- Maintain confidentiality of information and adhere strictly to the Bank's code of conduct

Any work assigned by the Chief of IT Department.

Areas of contribution:

- Ensured high availability and reliability of mobile banking and delivery channel platforms.
- Supported successful rollout and stabilization of new VAS systems through testing and readiness validation.
- Strengthened business continuity and disaster recovery preparedness through regular backups and DC/DR drills.
- Improved system security and compliance by enforcing proper user role and access management.

- e. Facilitated timely issue resolution through effective vendor coordination and escalation handling.
- f. Contributed to operational transparency and reporting by supporting preparation of technical and performance reports.
- g. Enhanced institutional capacity by keeping abreast of emerging technologies in digital banking and delivery channels.

Qualification, experience, knowledge and skills required:

Qualifications & Skills: Class XII Passed with Diploma in IT (two years) from a well-recognized university with a minimum percentage of 55% in Class XII (English + best 3 Subjects) & 55% in Diploma in IT.

Experience: Fresh Diploma.

Skills, knowledge & Competencies: Demonstrated strong technical knowledge of mobile banking platforms, value-added services, and alternate delivery channels. Possesses sound understanding of application support, database monitoring, backup management, and DC/DR operations. Exhibits effective vendor coordination, problem-solving, and reporting skills. Maintains confidentiality of information and consistently adheres to the Bank's code of conduct. Keeps abreast of emerging technologies and trends relevant to digital banking services.

Endorsement of the TOR

Designation	Signature	Date
Job Holder		
Immediate supervisor		
Human Resources		




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