

**Position Title: General Manager**

**Department: Information and Communication Technology (ICT)**

**Report to: The Chief Executive Officer.**

**POSITION SUMMARY:** Direct and manage the Information Technology of the Bank and overall planning and development of the Department.

**ESSENTIAL FUNCTIONS:**

**1. ICT Strategy/Policy Formulation and Overall ICT Management**

- a) Develop, review and execute ICT policies, procedures and guidelines in alignment with ICT Security Standards and best practice as and when required, and prepare budget for ICT operations.
- b) Develop ICT risk analysis and mitigation methodology.
- c) Constantly update technologies, business operation re-engineering and adaptation of industry standard processes and procedures.
- d) Develop the data back-up plan to ensure ICT risk management in a proactive manner.
- e) Plan annual ICT procurement schedule with consultation and subsequent recommendation of Management Committee and approval by Board.
- f) Provide leadership guidance for any ICT modifications, new developments and alignment of applications for business growth for the overall bank.
- g) Develop, review and modify incident responses program.
- h) Analyze data and reports to identify and determine causes of ICT related issues and areas of improvement and changes, develop recommendations for improvement of organization's ICT policies and practices.
- i) Monitor evaluation of key products and technologies for expansion and replacement.
- j) Coordinate with various assigned consultants and solution providers on different ICT related activities like ICT security, wide area network stability, etc.
- k) Develop integration plan for new sites and new systems.
- l) Generate monthly/quarterly/yearly report on ICT processes and submit them to the CEO

**2. Process Management**

- a) Supervise implementation of security policies and procedures across the organization and building security architecture.
- b) Provide ICT support to all other departments and branches as per stated functional requirements.
- c) Manage the ICT infrastructure of the organization at various branch offices and head office.
- d) Coordinate Training Program for relevant employees in the ICT Department.
- e) Monitor and provide supervision and guidance for server level activities being carried out by ICT team.
- f) Supervise coordination of anti-virus controls and updates and monitor logs and firewall systems to ensure ICT security.
- g) Analyze and identify hardware requirements and configuration and coordinate with vendors and internal procurement division for final procurement.
- h) Manage the overall spectrum of software activities for day-to-day functioning as well as all ICT support.

### **3. Stakeholder Management**

- a) Maintain healthy relations with external contacts like vendors, consultants, service providers and software developer.
- b) Maintain proper coordination between Departments/Divisions/Branches/External agencies

### **4. Projects and Review**

- a) Review ongoing ICT initiatives/projects to ensure their timely implementation and identification of additional resource requirements and to ensure business needs in different departments and branches are met.
- b) Monitor monthly reviews regarding ICT systems and processes and provide day-to-day working progress status to senior management.
- c) Evaluation of new technology and guiding the organization for the selection and implementation of the same.
- d) Understand and assist in the launch of new business strategies/Core banking
- e) Upgrade/implementation with complete ownership of ICT aspects.

### **5. Reporting and Monitoring**

- a) Ensure regular communication with branch managers and department heads to collect ICT related concerns and issues, and take appropriate measures.

### **6. Employee Management:**

- a) Define and delegate responsibilities as per skill sets and capabilities within the team.
- b) Assist the HRM Division in recruiting the right talent and develop them through structured coaching initiatives.
- c) Support and guide focused training, knowledge management initiatives and exposure to best practices.
- d) Establish individual performance expectations and regularly review individual performance and recommend appropriate rewards and recognition.
- e) Overall supervision and monitoring of the officials.
- f) Approval/Recommendation of leave for Head of Divisions.
- g) Authorize the official movement of the Head of the Divisions.
- h) Timely Performance Evaluation and submission to HRM.
- i) Timely preparation and submission of Training Need Assessment to HRM.
- j) Ensure that the employees within the Department maintain the highest standards of professional conduct, ethics, integrity, and control in carrying out their roles and responsibilities.
- k) Mentor and coach subordinates and build a robust succession plan
- l) Delegate proper authority, accountability and proper job responsibilities to the employee of the Department.

### **7. Other Responsibilities:**

- a) Serve as a member of the senior management team and provides strategic and operative assistance to the CEO.
- b) Serve as members in the appropriate committees as assigned by the CEO, Board and Shareholders.

- c) Promote image of the Bank by speaking, acting responsibly, and showing courtesy and positive attitude to others.
- d) Contribute to enhancing customer satisfaction.
- e) Carry out other task as and when assigned by the CEO, Board and Shareholders
- f) Maintain proper documentation on the activities undertaken.
- g) Observe code of conduct by maintaining confidentiality of information and punctuality at all times.
- h) Declaration of Conflict of Interest wherever required.
- i) Diligent use of office resources (Turning off the electrical appliances/equipment, close the water tap when not in use, etc.)
- j) Maintaining proper and clean office decorum at all times.