

Position Title: System Administrator

Department: Information Communication & Technology (ICT)

Reports to: Head, Delivery Channel Division, ICT Department

POSITION SUMMARY: Support & monitoring of online transactions, ATM connectivity, ATM Health status, Micro-ATM connectivity, HSM connectivity and Network connectivity of our switch (ASTRA) with CBS and BFS/RMA, managing and maintaining critical services such as internet banking, mobile banking, SMS gateway, website, and other delivery channel services include the following responsibilities:

1. Daily monitoring of ATM connectivity and any abnormal behavior to be checked and resolved;
2. Monitoring of ATM health status for devices such as cash dispenser, receipt printer etc;
3. Monitoring and resolving any abnormal behavior in the transactions in ATM;
4. Monitoring of connectivity of switch application with HSM on periodic basis to avoid any transactions/system failure;
5. Monitoring of connectivity with CBS and BFS/RMA;
6. Monitoring of Database Log Shipping between DC DBServer to DR DBServer;
7. Monitoring of transactions in the DBServer at DR on regular basis;
8. Monitoring of EJ's pulled from ATM Terminals;
9. Monitoring of EJ data consistency i.e. NON-Encrypted EJ, Full transaction data in EJ, Empty File;
10. Backing up of application and app transaction logs, database from DC AppServer logs apart from log shipping to DR site;
11. Sharing of transaction summary terminal wise report to department concerned on periodic basis;
12. Support in Reconciliation process by sharing EJ, GL and Switch Data to Maximus team through SFTP;
13. Correspondence/follow-up with vendor for assistance in case the issues with ATM/POS cannot be resolved internally;
14. Follow up with RMA incase BFS connectivity is down;
15. Monitoring of CCTV footages (in ATM enclosure) and ensuring footages are properly recorded and stored for reference;
16. Acts as librarian for the custodian of software – Production version, licenses, user manuals and other related documents, Manage Change Controls of the software;
17. Ensure the availability, reliability, and security of the banking services provided through the internet, mobile devices, SMS gateway, and other delivery channels;
18. Install, configure, and maintain the hardware, software, and network infrastructure required to support these services;
19. Monitor and manage the performance of the systems and networks that support these services, including ensuring sufficient capacity to handle anticipated user loads and peak traffic periods;
20. Ensure that the delivery channels are always up-to-date with the latest security patches and software updates to prevent unauthorized access and data breaches;

21. Develop and implement backup and disaster recovery procedures to ensure that services can be quickly restored in the event of an outage or data loss;
22. Collaborate with other IT staffs and vendors to ensure that systems are integrated and optimized for the best performance;
23. Monitor system logs and security alerts to detect and prevent security breaches, and take appropriate action when necessary;
24. Develop and maintain documentation related to system configurations, policies, procedures, and user manuals;
25. Provide technical support to internal and external users of the services, including responding to help desk tickets and troubleshooting issues;
26. Continuously evaluate and recommend improvements to the systems, infrastructure, and procedures to enhance the security, reliability, and user experience of the services;
27. Plan, coordinate, and execute technology-related projects to improve the services provided to customers, such as upgrading infrastructure, implementing new software, or developing new features;
28. Define project scope, objectives, and deliverables, and monitor project progress to ensure that it is completed within budget, timeline, and quality standards;
29. Coordinate with internal stakeholders, such as business analysts, developers, testers, and technical writers, to ensure that project requirements are met and communicated effectively;
30. Conduct meetings with external vendors to discuss project timelines, budgets, and deliverables, and to ensure that vendor performance is aligned with project objectives and quality standards;
31. Develop and maintain project documentation, including project plans, status reports, and meeting minutes, and ensure that they are kept up-to-date and communicated to all relevant stakeholders;
32. Identify and manage project risks and issues, and develop contingency plans to mitigate their impact on the project timeline and budget;
33. Collaborate with other IT teams to ensure that project deliverables are integrated with other systems and infrastructure components;
34. Provide regular project updates to management and stakeholders, and ensure that project outcomes are aligned with business goals and objectives;
35. Continuously evaluate and recommend improvements to the project management processes, tools, and methodologies to increase efficiency and effectiveness;
36. Ensure that all project activities are performed in compliance with company policies, standards, and regulations;

Other Responsibilities

1. Promote image of the Bank by speaking, acting responsibly, and showing courtesy and positive attitude to others;
2. Contribute to enhancing customer satisfaction;
3. Carry out other task as and when instructed by the supervisor;
4. Observe code of conduct by maintaining confidentiality of information and punctuality at all times;
5. Declaration of conflict of interest wherever required;

6. Diligent use of office resources (Turning off the electrical appliances/equipment, close the water tap when not in use, etc.);
7. Maintaining proper and clean office decorum at all times;
8. Act as back up of other staff during their absence.