



BDB/ICTD/05/2023/

Date: \_\_\_\_\_

**TERMS OF REFERENCE**

Position Title : System Administrator  
 Department : Information & Communication Technology (ICT)  
 Reports to : Head, ICT Department

**POSITION SUMMARY** : Support & monitoring of online transactions, responsible for ensuring that all the customers can access their accounts from any of its branches & providing efficient technical & business support to smooth operation of Finacle CBS.

**ESSENTIAL FUNCTIONS:**

1. Ensuring users are assigned to appropriate roles & responsibilities as per the policy of the Bank.
2. Coordinate with Infra & Channels team when resolving issues/implementation of new services.
3. Monitoring & resolving any abnormal behavior in the transactions in ATM/POS.
4. Acts as librarian for the custodian of software – Production version, licenses, user manuals & other related documents, Manage Change Controls of the software.
5. Daily monitoring of BDB-ePay connectivity & any abnormal behavior to be checked & resolved.
6. Daily monitoring of BDB FEBA (Finacle eBanking Application) connectivity & any abnormal behavior to be checked & resolved.
7. Sharing of transaction summary on periodic basis for reconciliation to banking department.
8. Correspondence/follow-up with vendor (Nelito) for assistance in case the issues with BDB ePay services.
9. Ensuring all the services integrated in BDB-ePay are working on daily basis.
10. Development of applications to create value in service delivery.
11. Day to day monitoring of applications.

**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 tasks as & when instructed by the supervisor.
4. Maintain proper documentation.

5. Observe code of conduct by maintaining confidentiality of information & punctuality at all times.
6. Declaration of Conflict of Interest wherever required.
7. Diligent use of office resources (Turning off the electrical appliances/equipment, close the water tap when not in use, etc.)
8. Maintaining proper & clean office decorum at all times.
9. Act as back up of other staff during their absence.