

Position Title: System Administrator, ATM/POS

Department: Information and Communication Technology (ICT)

Reports to: Head, 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.

ESSENTIAL FUNCTIONS:

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/POS
4. Monitoring of connectivity of Switch Application (ASTRA) 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 (Maximus) 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

OTHER RESPONSIBILITIES:

1. Promote image of the Bank by speaking, acting responsibly, 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. Maintain proper documentation.

5. Observe code of conduct by maintaining confidentiality of information and 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 and clean office decorum at all times.
9. Act as back up of other staff during their absence.