RECRUITMENT OF ASSISTANT GENERAL MANAGER – INFORMATION TECHNOLOGY

Job Description, Eligibility Criteria and Scope of Responsibilities

1. POSITION PARTICULARS

Number of Posts	01 (One)
Position / Grade	Assistant General Manager (AGM) – Information Technology
Department	Information Technology Department
Reporting To	General Manager & Chief Technology Officer (GM & CTO)
Role Positioning	Second-in-command of the IT Department. Operational and delivery head for the Bank's entire IT estate — Core Banking Solution (Finacle), digital delivery channels, Data Centre and Disaster Recovery, network and infrastructure — executing the technology strategy set by the GM & CTO, CEO and the Board. The post carries **no reporting relationship with, and no supervisory control over, the Chief Information Security Officer**, who functions independently.
Age Limit (as on the date of advertisement)	**Minimum 32 years** and **maximum 48 years**, relaxable up to **50 years** for an exceptionally suitable candidate, at the sole discretion of the Bank.
Place of Posting	Bank's Head Office, Mehsana (with travel to Data Centre / DR Site / Regional Offices / branches as required)
Remuneration	At par with industry; negotiable for the right candidate
Nature of Engagement	Regular / Contractual, as decided by the Bank

2. EDUCATIONAL QUALIFICATIONS

Essential: B.E. / B.Tech. / M.E. / M.Tech. in Computer Science / Information Technology, **or** MCA, from a University or Institute recognised by UGC / AICTE.

Desirable: JAIIB / CAIIB from the Indian Institute of Banking & Finance.

3. PREFERRED CERTIFICATIONS

Any one or more of the following will be preferred:

- **Infrastructure & Network:** CCNA / CCNP / CCIE, RHCE, MCSE, VMware VCP
- **Service Delivery & Projects:** ITIL v4, PMP / PRINCE2, TOGAF
- **Audit & Governance:** CISA, ISO 27001 Lead Implementer / Lead Auditor
- **Cloud:** AWS / Azure Solutions Architect Associate or above
- **Application:** Infosys Finacle certification (Core / Digital) will be a distinct advantage

4. EXPERIENCE REQUIRED

4.1 Essential

- Minimum **10 years** of experience in Information Technology, **reckoned from the date of acquiring the minimum prescribed qualification (B.E. / B.Tech. / MCA)**. Where a candidate holds a higher qualification in addition, experience shall continue to be reckoned from the date of the minimum prescribed qualification. Experience acquired prior to that date shall not be counted.
- Of the 10 years above, **at least 05 years** shall be in a Scheduled Commercial Bank / Urban Co-operative Bank / Small Finance Bank / Payments Bank / NBFC / Financial Institution, or with an IT vendor or system integrator servicing BFSI clients.
- **Within** the 10 years above, **at least 03 years** shall be in a **supervisory capacity** (Chief Manager / Senior Manager – IT / Head – Infrastructure / Delivery Manager or equivalent) with independent charge of a team and of production systems. This requirement is **included within, and not in addition to**, the 10 years of experience prescribed above.
- Hands-on working exposure to a **Core Banking Solution environment — Finacle strongly preferred** (Finacle 10.x / 11.x, FEBA, Finacle Integrator, Connect24 or equivalent).
- Demonstrable delivery of at least one **large-scale IT project** — CBS implementation, migration or version upgrade; Data Centre / DR set-up or migration; network transformation; or digital channel roll-out.

4.2 Desirable

- Experience of facing **RBI Inspection / CSITE cell inspection, IS Audit and System Audit**, and of driving closure of observations.
- Experience of working in a **multi-branch, multi-location** banking network.

5. KEY RESPONSIBILITIES

A. Support to the GM & CTO on Strategy, Architecture and Governance

- Assist the GM & CTO in **formulating, reviewing and updating** the Bank's IT Policy, IT Strategy, BCP-DR Policy, Cloud Adoption Policy and IT Outsourcing Policy, and in placing them before the competent authority for approval.
- Maintain and keep current the Bank's **IT architecture documentation — system, software, physical, logical and network** — including the architecture blueprint, technology stack standards, IP and naming schema, and the technology lifecycle / refresh plan.
- Prepare **data, MIS, agenda notes and compliance statements** required by the GM & CTO for the IT Strategy Committee of the Board, the IT Steering Committee and the Board; attend such meetings as required and execute the directions issued.
- Prepare and monitor the **annual IT capital and revenue budget** for the approval of the GM & CTO, CEO and the Board; track utilisation and drive cost optimisation.
- **Exercise such financial and administrative powers as may be delegated by the Board / MD & CEO from time to time** under the Bank's Delegation of Authority framework, and function within the responsibility matrix issued for the IT Department.
- Attend the **IT Steering Committee, the Purchase Committee** and such other committees as a **permanent invitee**, and attend the **IT Strategy Committee of the Board** when required.

B. Core Banking (Finacle) and Application Delivery

- Own the **day-to-day availability, performance and integrity of the Finacle Core Banking Solution** and all interfaced applications.
- Supervise **Day Begin / Day End (BOD / EOD), interest application, month-end, quarter-end and year-end closing**, batch job scheduling and timely completion of all CBS cycles.

- Manage **product and scheme parameterisation, menu and role configuration, custom scripts, reports, patches and version upgrades** in coordination with the CBS vendor.
- Enforce a documented **change management framework** — segregated Development, UAT and Production environments; recorded change requests, test evidence, approvals and rollback plans. **No back-end data modification shall be carried out without dual authorisation, written approval and a full audit trail.**
- Manage integration and uptime of peripheral and third-party systems, including **ATM Switch, UPI, IMPS, NEFT / RTGS, AePS, NACH, Bharat Bill Pay, PFMS, internet and mobile banking, POS / QR, SMS and WhatsApp banking, e-KYC / CKYC, AML-CFT solution, Loan Origination System, Treasury, HRMS, DMS** and regulatory reporting systems (CIMS / ADF).

C. Data Centre, Disaster Recovery and Infrastructure

- Operate and optimise the **Primary Data Centre, Disaster Recovery site and Near-DR** (where applicable), including capacity planning, power / UPS / DG sets, precision cooling, physical access controls and fire suppression.
- Conduct **DR drills at the prescribed periodicity**, operate live from the DR site for the mandated duration, measure achievement against the committed **RTO and RPO**, and submit drill reports to the GM & CTO for onward placement before the Board.
- Administer the server, storage, database, backup and virtualisation estate — **RHEL / Linux, Windows Server, Oracle and other RDBMS platforms, SAN / NAS, tape and disk-based backup, VMware / Hyper-V** — including patching, hardening to CIS or vendor benchmarks, capacity monitoring and **periodic restoration testing of backups**.

D. Network and Telecommunication

- Plan, implement and optimise the Bank's **WAN / LAN / MPLS network** across Head Office, Regional Offices, branches, extension counters, ATMs, and the DC and DR sites, with **redundant links from diverse service providers**.
- Configure, monitor and tune routers, switches, load balancers, SD-WAN and wireless infrastructure; implement **VLAN, MPLS, VoIP, QoS, routing protocols and network segmentation** appropriate to a banking network. Firewall and perimeter security rule-sets shall be implemented in conformity with the security standards laid down by the CISO.
- Perform **expert-level troubleshooting** in large-scale network environments using network monitoring tools and protocol analysers.
- Maintain **network diagrams, configuration baselines and as-built documentation**; maintain passive infrastructure — racks, patch panels, fibre optic and Cat 6 / 6A structured cabling — to defined labelling and workmanship standards.
- Monitor **link uptime, bandwidth utilisation and branch downtime**; enforce Service Level Agreements on telecom service providers and recommend levy of penalties where warranted.

E. Interface with the Chief Information Security Officer

- **Implement** the technical security controls prescribed by the CISO — firewall, IPS / IDS, WAF, anti-APT, EDR / XDR, DLP, PIM / PAM, NAC, mail and web security gateway, and log forwarding to SIEM / SOC.
- Provide the CISO with **unrestricted access to systems, configurations, logs and personnel** for independent review, testing and assurance.
- Carry out **patching, vulnerability remediation, secure configuration and closure of VAPT and audit findings** within the timelines advised, and furnish documentary evidence of closure.
- Operate **role-based access control, maker-checker, least privilege, periodic user access review and prompt de-provisioning** across CBS and all applications, subject to the CISO's independent verification.

- Support cyber incident detection, containment, forensic preservation and recovery under the Bank's Cyber Crisis Management Plan. **Incident classification and regulatory reporting to RBI and CERT-In remain the mandate of the CISO.**

F. Regulatory Compliance — Delivery Responsibility

Maintain current working knowledge of, and ensure that all systems, infrastructure and processes under his or her charge conform to, the applicable directions of the Reserve Bank of India and other authorities, including:

- **RBI Master Direction on Information Technology Governance, Risk, Controls and Assurance Practices** — IT services management, capacity management, change and patch management, cryptographic controls, data migration, audit trails, BCP-DR and IT assurance.
- **RBI Master Direction on Outsourcing of Information Technology Services** — vendor due diligence, agreement and SLA content, right-to-audit, concentration risk, monitoring and exit strategy.
- **RBI Comprehensive Cyber Security Framework for Primary (Urban) Co-operative Banks – A Graded Approach**, to the extent of controls falling within the IT delivery function, at the Level applicable to the Bank.
- **RBI Guidelines on Digital Payment Security Controls** and the requirements relating to **Storage of Payment System Data** (data localisation).
- **CERT-In Directions dated 28.04.2022** — secure retention of logs for 180 days within India, NTP synchronisation, and prompt escalation of incidents to the CISO for reporting.
- Applicable **NPCI circulars and mandates** for UPI, IMPS, NACH, RuPay, AePS and NFS, including annual audit and certification requirements.
- **Information Technology Act, 2000** (as amended) and the **Digital Personal Data Protection Act, 2023** as and when its provisions are brought into force.
- Ensure **timely and accurate submission of IT-related returns and data extracts** to RBI (including CIMS / ADF / XBRL-based reporting), NPCI, IBA, DICGC and NABARD, as applicable.
- Act as the IT Department's coordinator for **IS Audit, System Audit, VAPT, Application Security Audit, ATM and Switch audit, Concurrent and Statutory Audit, and RBI Inspection**; furnish records and drive **root-cause based closure** of observations within timelines, maintaining an auditable compliance tracker for review by the GM & CTO. **The AGM – IT shall be accountable to the GM & CTO for the timely closure of all IT-related audit and inspection observations.**

G. Business Continuity and Service Availability

- Deliver the Bank's committed **branch and channel uptime**, particularly for CBS, ATM, UPI and internet and mobile banking.
- Maintain and periodically test the **IT components of the Business Continuity Plan**; conduct table-top exercises and document lessons learnt.
- Operate a structured **incident and problem management process** with defined severity levels, an escalation matrix, a service desk, and mandatory root cause analysis for all Severity-1 events.

H. Vendor, Contract and Procurement Support

- Draft **technical specifications, sizing, RFPs and evaluation criteria**; participate in techno-commercial evaluation and furnish procurement recommendations to the GM & CTO and the Purchase Committee.
- Administer **AMC / ATS / SLA** with the CBS vendor, switch vendor, DC and DR service provider, OEMs and telecom operators; conduct periodic vendor performance reviews and recommend SLA penalties.
- Ensure that every IT outsourcing arrangement carries the **contractual clauses mandated by the RBI Master Direction on Outsourcing of IT Services**, and that a documented exit plan exists for each critical vendor.

I. Digital Transformation and Business Enablement

- Translate requirements from Deposits, Advances, Treasury, Operations, Marketing and Compliance into **implementable technical solutions**, with defined scope, cost, timelines and post-implementation review.
- Deliver **digital initiatives** — internet and mobile banking enhancements, UPI, digital onboarding and Video-KYC, digital lending, analytics and management dashboards — within the architecture and security standards laid down.
- Ensure **accurate, reconciled and timely MIS and data extraction** from CBS for management and regulatory use.

J. Team Leadership and Administration

- **Lead and supervise the Information Technology Department, including officers in the grade of Chief Manager and below**, and be responsible for their performance appraisal and development.
- Roster and mentor the IT team; identify skill gaps and arrange appropriate training.
- Ensure **documented backup and succession for every critical role**, so that no system carries single-person dependency.
- Maintain the **IT asset register, software licence compliance and asset lifecycle management including secure disposal**, in accordance with Bank policy and statute.
- **Officiate for the GM & CTO in operational matters during his absence**, to the extent and for the duration authorised, and report all decisions so taken on resumption of charge.

6. OTHER REQUIREMENTS AND ATTRIBUTES

- Strong appreciation of the **business impact of technology** on banking operations, customer service and the Bank's regulatory standing.
- Ability to work **independently and under pressure**, run multiple concurrent projects, and exercise sound commercial judgement.
- Willingness to work in a **24x7 IT operational environment**, including attendance on holidays for BOD / EOD, closing, upgrades, cut-overs and DR drills, and availability on call.
- Excellent **documentation, drafting and presentation skills**; ability to communicate with equal clarity to the Board, to regulators and to branch staff.
- High standards of **integrity and confidentiality**. The selected candidate will be required to execute a non-disclosure undertaking.

7. SELECTION PROCESS AND GENERAL CONDITIONS

- Selection will be through **screening of applications, a technical assessment / presentation, and a personal interview**.
- The Bank reserves the right to fill or not to fill the post and to shortlist candidates as it deems fit. The decision of the Bank in all matters relating to this recruitment shall be final and binding.
- Appointment will be subject to satisfactory **background verification, medical fitness** and completion of a **probation period** as per the Bank's service rules.

For and on behalf of the Bank
Human Resources Department, Head Office, Mehsana