

Job Description

Job Title	Technology Trainee
Department	Debit Card Product
Location	Lower Parel, Mumbai

Position Purpose

Understand the Banking process, customer service and operations. Should be able to use his/her functional knowledge to enhance systems for better processes and customer service.

Position Responsibilities

- Identifying, defining, and documenting business needs and objectives, current operational procedures, problems, input and output requirements and levels of systems access after consulting with functional unit management and personnel.
- Solution the client requirements balancing the value proposition and scope.
- Work across all stages of the project life cycle, develop test cases, successfully facilitate and lead UAT phase, involve in the analysis, design, integration, implementation, and user support phases of the projects.
- Managing Vendor for development of Enterprise-wide CRM and Deploying of CRM across multiple verticals & multiple businesses.
- Conceptualize & provide solutions to cater to multiple business along with suggestive changes in business processes.
- Coordinating with multiple internal and external teams for project delivery.
- Manage, mentor, and develop project team members in line with growth aspirations of both individual and organization.

Qualifications and Experience Requirement

Qualifications	
Essential	B. Tech

Essential

Functional experience, Banking Operations.

Threshold Competencies

Execution with speed

Ability to get the job done and deliver results within timeframes without compromise on quality/ standards

- takes initiative to simplify problems for the team by creating frameworks/ structure/ stakeholder buy in.
- Navigates through the system to create efficiency for self and team.
- Prioritizes for self and team.
- Reviews, monitors and measures performance; follows through with team on projects/ tasks/ actions to ensure closure

Collaboration

Ability to build relationships and work together

- Thinks through and garners internal support for possible external partnerships which might be mutually beneficial
- Maintains a collaborative working relationship with other support functions like risk and operations.

Customer centricity

Ability to work keeping customer at the heart of everything

- maintains an 'open door' policy for staff and clients to be always aware of client issues,
- leads by example; works through customer issues with team to ensure resolution
- thinks through and implements small innovations (product/ process) keeping customer delight in mind

Entrepreneurship

Ability to set up things from scratch

- Can multi tasks;
- comfortable operating in a constantly evolving environment;
- works towards building fungible skillsets within team, promotes flexible learning;
- recognizes opposing/ different viewpoints;
- displays ability to take pressure

Leadership Competencies

Innovation

Definition: Ability to foster and initiates new ideas, methods and solutions..

Demonstrated Behaviors exhibited:

- a. thinks out-of-the-box; thinks of new ideas/ opportunities/ products keeping an eye on the environment; thinks through resources and contacts to implement ideas;
- b. Innovates to simplify process/ system/ customer experience
- c. Open to new ideas, encourages team members to think of out-of-the-box solutions
- d. Approachable, acts as the sounding board for subordinates to discuss new ideas; weighs pros and cons in a neutral manner

Strategic thinking

Ability to connect the dots

- a. Connects the dots, continuously scans environment, aware of the competition/ market trends/ opportunities;
- b. Looks at pros and cons of an issue/ proposal keeping an eye on the overall risk appetite of the bank;
- c. Makes an independent assessment of a situation by reading through all relevant documents/ by travelling to a location/ speaking with relevant people;
- d. Appeals to data reason facts and figures to anticipate future risks to the bank

Team Leadership

Ability to effectively lead a team

- a. Shows appreciation and celebrates success within team;
- b. Shows genuine concern for team members by understanding personal issues and trying to find solutions;
- c. Sets work and behavior standards; provides timely feedback,
- d. leads by example;
- e. Knows strengths and weaknesses of team members and manages their growth and career aspirations keeping those in mind