



Appendix I
Roles and Job Description

1. Infrastructure Management Department (IMD)

Assistant General Manager (Grade C) - Premises	<ul style="list-style-type: none">• Acquisition / Construction / Furnishing of Projects works for Civil & Electrical along with other allied works for commercial office building including Bank Branches & Bank residential quarter.• Corrective and preventive maintenance of Civil, Housekeeping, Electrical, Air Conditioning, DG, CCTV, water purifiers, Lifts, STP, Fire & Security alarm system, Kitchen equipment and Communication system on Bank's own Office premises, Branches, and Bank's quarter on Pan India basis.• Purchasing fixed Asset viz. Chair, Table, Photocopier, Note Sorting & Counting m/cs, EPABX System, Fire & Security alarm system, DG set etc. for Pan India Branches as per rules.• Selection of vendors through tendering and payment to the vendors as per Bank's guideline for the aforesaid works.• Awareness of General Financial Rule & CVC guideline etc.
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2. Security

Manager (Grade B) – Security Officer	<ul style="list-style-type: none">• Responsible for all security measures and resources on Bank's own office premises, Branches, and Bank's quarter on Pan India basis as per guideline & further arrangement of security related equipment (electronic/non electronic).• Conduct Training / refresher practice of security and fire staff during BCM & IMP drill as per Business continuity management including Emergency Management /Mock drills.• Daily checking & signing of Gate passes of stores obliges/ Items, ID Cards, Vehicles for to & fro movement within the Corporate Office & Zonal Offices and Manage smooth ingress of authorized personnel, employees of the Bank.• Oversee security arrangements of Corporate Centre/Zonal office as and when strikes/agitation program (in conjunction with HRD/LD), if any are announced.• Liaisoning work with local Police Station and other Statutory Authorities for any untoward incident.• Monitoring of Fire alarm and CCTV system at Corporate Office & Zonal Offices on Pan India Basis.
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3. Rajbhasha

Rajbhasha - Deputy General Manager (Grade D)	<ul style="list-style-type: none">• Supervision and monitoring of Rajbhasha Implementation in various offices and branches of Bank;• Translation and Vetting of English to Hindi and vice versa of various documents, Codes, Manuals, Forms, Publicity Materials, Reports and other publication of Bank, preparation of reference materials related to usage of Hindi, Editing House Magazines/ Journals, conducting Hindi workshops, Training, Seminars, Organizing Hindi Day Programmes and competitions;• Coordination of Hindi Teaching Scheme Courses in compliance with Official Language (O L) Act and Government of India's guidelines.
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Rajbhasha - Assistant General Manager (Grade C)	<ul style="list-style-type: none"> • Translation and Vetting of English to Hindi and vice versa of various documents, Codes, Manuals, Forms, Publicity, Materials, Reports and other publication of Bank; • Preparation of reference materials related to usage of Hindi, Editing House Magazines/ Journals, conducting Hindi workshops, Training, Seminars, Organizing Hindi Day Programmes and competitions; • Coordination of Hindi Teaching Scheme Courses in compliance with O L Act and Government of India's guidelines; • Supervision and monitoring of Rajbhasha Implementation in various offices and branches of Bank.
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4. **Fraud Risk Management (FRM)**

Deputy General Manager (Grade D) - Digital Banking Channels <ul style="list-style-type: none"> • Card Related Business – Acquiring / Issuing, • Mobile & Internet Banking, • AePS, UPI etc. 	<ul style="list-style-type: none"> • Understanding the Techno-Functional aspects of various Digital Banking Channels viz. Card based Business-Acquiring/Issuing, Mobile & Internet Banking, AePS, UPI and its related products etc. • Conceptualizing and Implementing innovative Fraud Risk Management measures for Card Based Business-Acquiring/Issuing, Mobile & Internet Banking, UPI & its related products for reduction of frauds and Liaison / Interact with various external agencies like Visa/Master/NPCI /Vendors etc. for strengthening of Fraud Risk Tools for Prevention, Detection and Monitoring of frauds. • Developing and implementing effective Fraud Risk Management Strategies (including Strategies for Incident Management) for Digital Banking Channels / Products and impart education/training/awareness to officers/branches related to Digital Banking Channel related frauds. • In-depth knowledge & awareness of Regulatory directions / guidelines/norms of RBI, GoI, Payment Networks etc. and carrying out the required timely implementation wherever required. • Ensure the overall functioning of Bank's Enterprise Wide Fraud Risk Management System (EFRMS) including Rule Creation / Modification along with uses of AI/ML and its Management in respective Channels. • Overall Monitoring & Management of Alerts generated / discharged in Enterprise Wide Fraud Risk Management System (EFRMS) as per the defined SOP / TAT, constant quality check of alerts discharged and accordingly guide the team for improvement in quality of discharge. Constant review of vulnerable areas to be carried out for improvement of existing systems/procedures/TAT etc. • Co-ordination with all support functions of Bank's Technology / Operations / Compliance / Information System Audits / Information Security Group /Risk Department etc. and Review of Fraud Risk Policies and guidelines, reporting to the top management, regulatory bodies etc.. • Anticipate probable/live frauds and device risk mitigation strategies, ability to spot emerging issues/trends/ threats related to suspected frauds, analysis of past trends/fraud.
Assistant General Manager (Grade C) - Digital Banking Channels. <ul style="list-style-type: none"> • Card Related Business – Acquiring / Issuing , • Mobile & Internet Banking, • AePS, UPI etc. 	<ul style="list-style-type: none"> • Understanding the Techno-Functional aspects of various Digital Banking Channels viz. Card based Business-Acquiring / Issuing, Mobile & Internet Banking, AePS, UPI and its related products etc. • Providing innovative Fraud Risk Management measure for Card Based Business- Acquiring /Issuing, Mobile & Internet Banking, AePS, UPI & its related products for reduction of frauds and Liaison / Interact with various external agencies like Visa/Master/NPCI /Vendors etc. for strengthening of Fraud Risk Tools for prevention, detection and monitoring of frauds.

	<ul style="list-style-type: none"> Developing and implementing effective Fraud Risk Management Strategies (including strategies for Incident Management) for Digital Banking channels / products and impart education/training/awareness to officers/branches related to Digital Channel frauds. In-depth knowledge & awareness of Regulatory directions / guidelines/norms of RBI, GoI, Network etc. and carrying out the required timely implementation wherever required. Managing Fraud Risk aspects in Digital Banking Channels viz. Card based Business- Acquiring / Issuing, Mobile & Internet Banking, UPI etc. and impart education/ training / awareness to officers/branches related to Digital Channel frauds. Co-ordination with all support functions of Bank's Technology / Operations / Compliance / Information System Audits / Information Security Group /Risk Department etc. and Review of Fraud Risk Policies and guidelines. Ability to spot emerging issues/trends / threats related to suspected frauds, analysis of past trends/fraud and device strategy for its risk mitigation. Supervise and monitor the Alerts generated/ discharged in Enterprise Wide Fraud Risk Management System (EFRMS) as per the defined SOP / TAT, constant quality check of alerts discharged and accordingly guide the team for improvement in quality of discharge. Creation / Modification of Rules along with uses of AI/ML based on past experience, domain knowledge, fraud trends and regulatory requirements.
Manager (Grade B) – Digital Banking Channels <ul style="list-style-type: none"> Card Related Business - Acquiring/ Issuing, Mobile Banking Internet Banking, AePS, UPI etc. Treasury/Trade Finance. 	<ul style="list-style-type: none"> Monitoring of suspected transaction (Real Time/ Near Real time) identified by the Transaction Monitoring System/EFRMS. Constant quality check of alerts discharged by Bank's Executive/ Customer Care Executive and accordingly guides the team for improvement in quality of discharge. Also impart education/training/awareness related to Digital Channel frauds to officers/branches & Customer during interaction. Carry out trend/pattern analysis of transaction and alerts thereof. Creation /modification of Rules based on past experience, domain knowledge, fraud trends and regulatory requirements. Analyze/ investigate the cases/incidents to confirm whether the transaction is genuine or fraudulent and ensure timely closure of the alerts. Support the supervisor in preparing and submitting fraud monitoring reports. Also facilitate in correcting process to mitigate the fraud risks in the organization and assist in preparing strategy for incidence management. Assist supervisor in coordinating with all Support functions, Technology, Operations, Compliance to information system Audits/Information Security Group, Risk etc. Assist supervisor in reviewing existing control environment and assess effectiveness against known fraud schemes. Identify control gaps and create insightful analysis to support the implementation of new controls to reduce/prevent fraud risk.

5. Digital Banking & Emerging Payment (DB & EP):

Deputy General Manager (Grade D) – DB & EP	<ul style="list-style-type: none"> Understanding techno-functional aspects of various Digital Banking Products & supporting Internet & Mobile Banking Applications.
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	<ul style="list-style-type: none"> Managing Digital Banking Solutions, Implementations, upgradations & Delivering Digital Innovative solutions. Conceptualize & Implement innovative solutions Benchmarking the existing product suite (Internet Banking/Mobile Banking/Social Media/Electronic Remittance Products) against industry and drive product enhancements & innovations. Coordinate with all support functions (Technology, Operations, Marketing, Finance, Compliance & Risk) to implement the Business Strategy. Managing PoS payment solutions, e-commerce using Debit/Credit Cards/Wallets/UPI on Merchant site infrastructure and also on payment gateways & their integration, deployments. Payment & Settlement industry knowledge along with new trends like UPI, NFC, QRs and AePS etc. Payment Collection business product conceptualization and implementations. Liaisoning interacting with various agencies like VISA/Master/NPCI/ etc. in rolling out new variants of PoS machines & solutions. Liaisoning with various vendors for the production/designing of PoS machines, Payments Gateways, Merchant/biller aggregator & also for settlement of transactions with various merchants. Regulatory framework on acquiring business etc. Compliances to Information System Audits/Information Security Group.
Assistant General Manager (Grade C) – DB & EP	<ul style="list-style-type: none"> Understanding techno-functional aspects of various Digital Banking Products & supporting Internet & Mobile Banking Applications. Managing Digital Banking Solutions, Implementations, upgradations & Delivering Digital Innovative solutions. Conceptualize & Implement innovative solutions. Benchmarking the existing product suite (Internet Banking/Mobile Banking/Social Media/Electronic Remittance Products) against industry and drive product enhancements & innovations. Coordinate with all support functions (Technology, Operations, Marketing, Finance, Compliance & Risk) to implement the Business Strategy. Managing PoS payment solutions, e-commerce using Debit/Credit Cards/Wallets/UPI on Merchant site infrastructure and also on payment gateways & their integration, deployments. Payment & Settlement industry knowledge along with new trends like UPI, NFC, QRs and AePS etc. Payment Collection business product conceptualization and implementations. Liaisoning interacting with various agencies like VISA/Master/NPCI/ etc. in rolling out new variants of PoS machines & solutions. Liaisoning with various vendors for the production/designing of PoS machines, Payments Gateways, Merchant/biller aggregator & also for settlement of transactions with various merchants. Regulatory framework on acquiring business etc. Compliances to Information System Audits/Information Security Group.
Manager (Grade B) - DB & EP	<ul style="list-style-type: none"> Understanding techno-functional aspects of various Digital Banking Products & supporting Internet & Mobile Banking Applications. Managing Digital Banking Solutions, Implementations, upgradations & Delivering Digital Innovative solutions.

	<ul style="list-style-type: none"> Managing ATMs / CRMs Payment solutions, m- commerce using Debit / Credit Cards / Wallets / UPI etcon ATMs/ CRMs site infrastructure and also their integration & deployments. Coordinate with all support functions (Technology, Operations, Marketing, Finance, Compliance & Risk) to implement the Business Strategy. Payment & Settlement industry knowledge along with new trends like UPI, NFC, QRs and AePS etc. Liasioning interacting with various agencies like VISA/Master/NPCI/ etc. in rolling out new variants of PoS machines & solutions. Liasioning with various vendors for the production/designing of PoS machines, Payments Gateways, Merchant/biller aggregator & also for settlement of transactions with various merchants. Regulatory framework on acquiring business etc. Compliances to Information System Audits/Information Security Group.
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6. Finance & Accounts (FAD):

Manager (Grade B) - Finance & Accounts	<p><u>Indirect Tax Profile:</u></p> <ul style="list-style-type: none"> Preparing data for monthly GST returns, coordinating with various departments for implementing / reviewing GST; Data validations and reconciliation with Trial Balance, Input /output tax Credit determination, filing of various GST returns in time; Reviewing GST implementation and preparing policy etc. assisting and guiding Branches in resolving GST queries; Replying to various notices / queries received from GST authorities, preparation and assisting in completion of Annual GST Audit, Service Tax related matters / Queries. <p><u>Accounts Profile:</u></p> <ul style="list-style-type: none"> Preparation of monthly / consolidated financials, Risk based supervision (RBS) data, RBI Returns and assisting in Indian Accounting Standards (IndAS) conversion exercise; Monitoring freeze / unfreeze activities, Suspense Account monitoring, control on office accounts, Analysis of financial statements; Co-ordination with statutory Auditors, RBI inspectors. IndAS implementation, Review and forming policies papers, Preparing the financial statements as per IndAS; <p><u>Balance Sheet Management Profile :</u></p> <ul style="list-style-type: none"> Preparation of Quarterly segmental reporting, RBS data, Branch/ product profitability reports, maintenance of FTP system; Handling of Branch and zonal queries for branch profitability. <p><u>Budget & Planning Profile:</u></p> <ul style="list-style-type: none"> Preparing detailed medium term budget based on inputs from verticals, zones and financial information available, allocation of budget to verticals / zones / branches, Review of budget every six months and variance analysis,
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	<ul style="list-style-type: none"> • Handling correspondence with ministry of finance, • RBS data points and planning for rising of capital and related activities. • Presenting data for monthly performance reviews. <p><u>Direct Tax Profile:</u></p> <ul style="list-style-type: none"> • Preparation of income tax returns and filing same before due date, assisting in Assessment proceedings, • Compilation of Tax audit information. Calculation of Advance Tax and remittance of the same, Calculation of provision for Tax including deferred tax, • TDS reconciliation with Form 26 AS, compliance with provisions of Income tax act, Guidance to branches on tax matters and assist in preparation of information called by Tax Authorities.
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7. IT & MIS

Deputy General Manager (Grade D) - Enterprise Data Warehouse	<ul style="list-style-type: none"> • Gather and analyze business requirements, formulate data warehouse/ business intelligence solutions and alternatives to support the Bank's data strategy. • Provide assistance with production investigations and resolution of technical issues and/ or problems impacting business services or individual customers. • Maintain and develop data integration solutions to support the Bank's Analytics platform. • Collaborate with development leads to implement system changes. • Designing data marts/ data warehousing infra requirements to strengthen the data warehouse of the Bank. • Solving day to day issues of production data marts. • Troubleshooting infrastructure issues such as performance issues, slowness, infrastructure management etc. • Responsible for translating/ understanding functional requirements to technical specifications and SDLC development in SAS/ Teradata area. • Involved in coding/ testing/ implementing/ documenting. • Designing data pipelines with multiple systems and cross platform technologies. • Responsible for the ETL design and development efforts, making sure that the business rules are implemented correctly.
Deputy General Manager (Grade D) - Digital and Innovation	<ul style="list-style-type: none"> • Dealing with Techno-functional aspects of various Digital Banking Products, Product Market Mapping, Analyze trends & Supporting IT applications. • Management of various Projects and drive the team for time bound completion. Provide Innovative Marketing solutions. • Benchmarking the existing product suite (Internet Banking / Mobile Banking / Cards/ Social media / Electronic remittance Products) against industry and drive product enhancements & Innovations. • Co-ordinate with all support functions (Technology Operations, Marketing, Finance, Compliance & Risk) to implement the Business Strategy. • Managing emerging areas of Digital Banking such as: UPI Based Solutions, Robotics, Block Chain Applications, Artificial Intelligence, Chat / Voice Bots, On-line Lending, API Platforms / Layering, OMNI Channels Data analysis for new product features etc.

	<ul style="list-style-type: none"> Managing solutions for secure online channels, Security features of the product (Network / encryption), Product Risk Assessment.
Deputy General Manager (Grade D) - Infra (DC & DR)	<ul style="list-style-type: none"> Maintain technology vendor relationship and compliance with service level agreements/ contractual commitments. To lead the team by providing high-quality and value-adding solutions at different stages- from problem definition to diagnosis to solution design, development and deployment. Monitoring and maintaining critical Information Technology (IT) infrastructure to ensure the best use of resources, protect against data loss, and monitor key aspects of local service utilization. Supervising Implementation and operations of all technology infrastructures which includes data center, network and server services, service monitoring, user support/help desk, workstation management, servers, storage and related software. Monitors and evaluates the efficiency and effectiveness of infrastructure service delivery methods and procedures. Plan and implement upgrades needed to maintain service levels. Develop and lead the replacement of infrastructure at end of life. Execution of DR tests as planned and agreed. Maintains and constantly improves server and network performance, reliability and security in line with BS 7799 / ISO 27001 and best practice. Experience on monitoring and Infrastructure management tools Actively be part of resolution process for any fault/ performance Issues Validation of incident reports for management reporting with appropriate preventive and corrective measures
Deputy General Manager (Grade D) - Project & Demand Management	<ul style="list-style-type: none"> Assessment of the need for IT Products/ Services such as urgency of the requirement, off-the-shelf availability vis.-a-vis. software development. Analysis of business situations in detail (e.g. pros and cons of various business/technology options possible), along with anticipation of situations To draw trends and basic inferences and assist business verticals to choose appropriate technology. Assist business verticals by handling all the procurement related activities for hardware and software (new, existing, customizations, upgrade, middleware, hardware for branches etc. Prepare and define the scope of Request for Proposal (RFP), get the RFP vetted by legal team along with the in-principle approval for procurement from the Business Evaluate the response for eligibility criteria and will co-ordinate business groups for evaluation of the technical and functional responses. Aid price discovery by establishing the reasonableness of the prices being paid and, will consider various factors like inter alia purchases prices ordered by other organizations, prevailing market rates, the market trend and pricing assessment based on intrinsic value of the project etc. Ensure the change roadmap, initiation and deliver plans are horizontally and vertically integrated across business departments and 3rd Parties. Tracking plans and schedules, performing analysis to identify and resolves critical path and dependency conflicts. Utilize Gantt, PERT, milestone charts, and other project management techniques to gauge progress and identify

	<p>performance variances to facilitate focus and intervention on critical areas.</p> <ul style="list-style-type: none"> • Responsible for maintaining a forecast of demand, including Projects and Change Requests and the capacity planning of the delivery teams and 3rd Parties, tracking resource utilization vs. allocation, and monitoring impact of slippage on resource allocations • Responsible for the production of management information to ensure all stakeholders are informed of the most current view of the project's health with regard to planned activities against actuals status and are made aware at the earliest opportunity of potential risks and issues to the health of the roadmap. • Facilitate the supply of accurate data to support effective prioritization decisions, providing information regarding constraints, business required dates and slippage. • Support both the implementation teams and the business to ensure the right pragmatic balance between control and timely delivery • Implement a common project management methodology, standards and tools for managing projects. • Managing dependencies, predicting and mitigating cross-project risks and issues, and facilitates project risk assessment and management. • Conduct regular reviews of projects, monitor completion of tasks and ensure good performance. • Conduct regular reviews of projects, monitor completion of tasks and ensure good performance. • Manage the team, ensure adequate staffing levels and supervision to maximize efficient productivity • Maintain compliance to the control frameworks such as the IT Risk Standards, RMP and other regulatory/ legal and other obligations / requirements.
Deputy General Manager (Grade D) - Finacle Core	<ul style="list-style-type: none"> • Maintain technology vendor relationship and compliance with service level agreements/ contractual commitments. • To lead the team by providing high-quality and value-adding solutions at different stages- from problem definition to diagnosis to solution design, development and deployment. • To provide guidance, and analyze the solutions defined for the business problems to identify any potential risks and issues. • To identify change Management requirements and propose a structured approach and manage the change using multiple communication mechanisms • Ensure that Core Banking Application, tools and data are available on the disaster recovery site at any time required. • Anticipates Core Banking application problems and implement preventive measures. • Investigate and install enhancements and operating procedures that optimize Core Banking application availability • Functional support of the Core Banking system and interdependent interfaces • Configuration, patches, update and upgrade management of the Core Banking system • Handle and implement requests for application customizations. Manage and support integration of the Core Banking system with other interconnected application.
Deputy General Manager (Grade D) - Channel Management	<ul style="list-style-type: none"> • Dealing with techno-functional aspects of Digital Banking Products & Supporting IT applications in the Internet & Mobile Banking Applications. • Managing Digital Banking Solutions, Implementations, up gradations & delivering Digital Innovative solutions

	<ul style="list-style-type: none"> • Develop and facilitate innovative solutions such as Omni channel, API tools, Digital Signatures or other innovative authentication methodology to secure online channels. • Benchmarking the existing product suite (Internet Banking / Mobile Banking / UPI/Social media / Electronic remittance Products) against industry and drive product enhancements& Innovations. • Co-ordinate with all support functions (Technology, Operations, Marketing, Finance, Compliance & Risk) to implement the Business Strategy • Management of various Projects and drive the team for time bound completion.
Deputy General Manager (Grade D) - Vendor Management	<ul style="list-style-type: none"> • Managing and monitoring services provided by vendors through SLA Review & audit, issuance of performance & completion Certificates and Document Management (Contract, PBG, NDA, SLA & Indemnity). • Monitor and enforce SLAs for project delivery, support and other IT services by vendors. • Maintain and manage the details of licenses procured for the Bank to control for potential risk of being non-compliant with vendor license terms. • Centrally manage and track across the Bank the different types of licenses (core based license, enterprise wide license, user-based license etc.) • Maintain all procurement details like the number of licenses procured the purchase order reference number and the start date/ end date along with all the documentation work. • Maintain adequate and appropriate records of the vendor on boarded and all appropriate records throughout the procurement process • Provide required information to enable an audit or independent/ regulatory review. • Orchestrates the IT department's dealings with its suppliers, such as makers of hardware and software and providers of services. • Guides the purchasing of products or services by evaluating a potential provider's reputation, resources and expertise, as well as helping with negotiations and contracts. • Evaluate potential suppliers using developed and agreed criteria to support alignment and understanding of the expectations and requirements. • Monitor and report on the performance of selected vendors to ensure delivery in line with contractual obligations and performance metrics. • Manage outward communication to vendors to facilitate understanding and awareness of organizational strategic direction, changes and challenges. • Manage the interaction between vendors and internal program delivery leaders to provide adequate visibility of interdependent initiatives and programs. • Liaise with procurement partners to review, report on and revise contractual agreements as necessary • Develop a vendor scorecard that will include performance, risk, account services and management etc. • Define and publish vendor escalation points. Monitor and report risk to minimize the Bank's risk exposure
Assistant General Manager (Grade C) - Enterprise Data Warehouse	<ul style="list-style-type: none"> • Gather and analyze business requirements, formulate data warehouse/ business intelligence solutions and alternatives to support the Bank's data strategy. • Provide assistance with production investigations and resolution of technical issues and/ or problems impacting

	<p>business services or individual customers.</p> <ul style="list-style-type: none"> • Maintain and develop data integration solutions to support the Bank's Analytics platform. • Collaborate with development leads to implement system changes. • Designing data marts/ data warehousing infra requirements to strengthen the data warehouse of the Bank. • Solving day to day issues of production data marts. • Troubleshooting infrastructure issues such as performance issues, slowness, infrastructure management etc. • Responsible for translating/ understanding functional requirements to technical specifications and SDLC development in SAS/ Teradata area.ix) Involved in coding/ testing/ implementing/ documenting. • Designing data pipelines with multiple systems and cross platform technologies. xi) Responsible for the ETL design and development efforts, making sure that the business rules are implemented correctly.
Assistant General Manager (Grade C) - Digital and Innovation	<ul style="list-style-type: none"> • Dealing with Techno-functional aspects of various Digital Banking Products, Product Market Mapping, Analyze trends & Supporting IT applications. • Management of various Projects and drive the team for time bound completion. Provide Innovative Marketing solutions. • Benchmarking the existing product suite (Internet Banking / Mobile Banking / Cards/ Social media / Electronic remittance Products) against industry and drive product enhancements & Innovations. • Co-ordinate with all support functions (Technology Operations, Marketing, Finance, Compliance & Risk) to implement the Business Strategy. • Managing emerging areas of Digital Banking such as : UPI Based Solutions, Robotics, Block Chain Applications, Artificial Intelligence, Chat / Voice Bots, On-line Lending, API Platforms / Layering , OMNI Channels Data analysis for new product features etc. • Managing solutions for secure online channels, Security features of the product (Network / encryption), Product Risk Assessment.
Assistant General Manager (Grade C) - Infra (DC & DR)	<ul style="list-style-type: none"> • Maintain technology vendor relationship and compliance with service level agreements/ contractual commitments. • To lead the team by providing high-quality and value-adding solutions at different stages- from problem definition to diagnosis to solution design, development and deployment. • Monitoring and maintaining critical Information Technology (IT) infrastructure to ensure the best use of resources, protect against data loss, and monitor key aspects of local service utilization. • Supervising Implementation and operations of all technology infrastructures which includes data center, network and server services, service monitoring, user support/help desk, workstation management, servers, storage and related software. • Monitors and evaluates the efficiency and effectiveness of infrastructure service delivery methods and procedures. • Plan and implement upgrades needed to maintain service levels.Develop and lead the replacement of infrastructure at end of life. • Execution of DR tests as planned and agreed. • Maintains and constantly improves server and network performance, reliability and security in line with BS 7799 / ISO 27001 and best practice.

	<ul style="list-style-type: none"> • Experience on monitoring and Infrastructure management tools • Actively be part of resolution process for any fault/ performance Issues • Validation of incident reports for management reporting with appropriate preventive and corrective measures.
Assistant General Manager (Grade C) - Project & Demand Management	<ul style="list-style-type: none"> • Assessment of the need for IT Products / Services such as urgency of the requirement, off-the-shelf availability vis.-a-vis. software development. • Assist business verticals by handling all the procurement related activities for hardware and software (new, existing, customizations, upgrade, middleware, hardware for branches etc) • Prepare and define the scope of Request for Proposal (RFP), get the RFP vetted by legal team along with the in-principle approval for procurement from the Business • Evaluate the response for eligibility criteria and will co-ordinate business groups for evaluation of the technical and functional responses. • Aid price discovery by establishing the reasonableness of the prices being paid and, will consider various factors like inter alia purchases prices ordered by other organizations, prevailing market rates, the market trend and pricing assessment based on intrinsic value of the project etc. • Tracking plans and schedules, performing analysis to identify and resolves critical path and dependency conflicts. • Utilize Gantt, PERT, milestone charts, and other project management techniques to gauge progress and identify performance variances to facilitate focus and intervention on critical areas. • Responsible for the production of management information to ensure all stakeholders are informed of the most current view of the project's health with regard to planned activities against actuals status and are made aware at the earliest opportunity of potential risks and issues to the health of the roadmap. • Facilitate the supply of accurate data to support effective Advertisement No.1/ 2020-21 26 prioritization decisions, providing information regarding constraints, business required dates and slippage. • Support both the implementation teams and the business to ensure the right pragmatic balance between control and timely delivery and quality.
Assistant General Manager (Grade C) - Finacle Core	<ul style="list-style-type: none"> • Maintain technology vendor relationship and compliance with service level agreements/ contractual commitments. • To lead the team by providing high-quality and value-adding solutions at different stages- from problem definition to diagnosis to solution design, development and deployment. • To provide guidance, and analyze the solutions defined for the business problems to identify any potential risks and issues. • To identify change Management requirements and propose a structured approach and manage the change using multiple communication mechanisms • Ensure that Core Banking Application, tools and data are available on the disaster recovery site at any time required. • Anticipates Core Banking application problems and implement preventive measures. • Investigate and install enhancements and operating procedures that optimize Core Banking application availability • Functional support of the Core Banking system and interdependent interfaces • Configuration, patches, update and upgrade management of the Core Banking system

	<ul style="list-style-type: none"> • Handle and implement requests for application customizations • Manage and support integration of the Core Banking system with other interconnected application.
Assistant General Manager (Grade C) - Channel Management	<ul style="list-style-type: none"> • Dealing with techno-functional aspects of Digital Banking Products & Supporting IT applications in the Internet & Mobile Banking Applications. • Managing Digital Banking Solutions, Implementations, up gradations & delivering Digital Innovative solutions • Develop and facilitate innovative solutions such as Omni channel, API tools, Digital Signatures or other innovative authentication methodology to secure online channels. • Benchmarking the existing product suite (Internet Banking / Mobile Banking / UPI/Social media / Electronic remittance Products) against industry and drive product enhancements& Innovations. • Co-ordinate with all support functions (Technology, Operations, Marketing, Finance, Compliance & Risk) to implement the Business Strategy • Management of various Projects and drive the team for time bound completion.
Assistant General Manager (Grade C) - Vendor Management	<ul style="list-style-type: none"> • Managing and monitoring services provided by vendors through SLA Review & audit, issuance of performance & completion Certificates and Document Management (Contract, PBG, NDA, SLA & Indemnity). • Monitor and enforce SLAs for project delivery, support and other IT services by vendors. • Maintain and manage the details of licenses procured for the Bank to control for potential risk of being non-compliant with vendor license terms. • Centrally manage and track across the Bank the different types of licenses (core based license, enterprise wide license, user-based license etc.) • Maintain all procurement details like the number of licenses procured the purchase order reference number and the start date/ end date along with all the documentation work. • Maintain adequate and appropriate records of the vendor on boarded and all appropriate records throughout the procurement process • Provide required information to enable an audit or independent/ regulatory review. • Orchestrates the IT department's dealings with its suppliers, such as makers of hardware and software and providers of services • Evaluate potential suppliers using developed and agreed criteria to support alignment and understanding of the expectations and requirements. • Monitor and report on the performance of selected vendors to ensure delivery in line with contractual obligations and performance metrics. • Manage outward communication to vendors to facilitate understanding and awareness of organizational strategic direction, changes and challenges. • Manage the interaction between vendors and internal program delivery leaders to provide adequate visibility of interdependent initiatives and programs. • Develop a vendor scorecard that will include performance, risk, account services and management etc.
Assistant General Manager (Grade C) - Regulatory and	<ul style="list-style-type: none"> • In-depth knowledge of Regulatory directions/ guidelines/norms of RBI, GoI, etc. • Exposure related works like CRILC, RLC and Exposure computation, RBS Tranches, LEF (Q), Financial

Internal MIS	<p>Soundness Indicator (Q), Consolidated Prudential Reporting (H).</p> <ul style="list-style-type: none"> • Ensure bank's policies and procedures are in compliance with regulatory requirements • Provide required information to enable an audit or independent/ regulatory review. • Maintain compliance to the control frameworks such as RMP and other regulatory/ legal and other obligations / requirements • Knowledgeable in information systems theory and configurations. • Planning and development of software applications, basic programming and technical background in management of information system. • Excellent supervisory skills and must be able to communicate with management and users relating to the operation of an MIS system. • Having excellent verbal and written skills and capable of problem solving • Capable of monitoring all operational processes and procedures and adhere to regulatory/ statutory requirements/ reporting guidelines and complying deadlines. • Able to coordinate, review and update existing accounting policies and procedures. • Well-developed analytical skills including an understanding of financial components • Experience in Core Banking Solution of Bank/Data Warehouse.
Manager (Grade B) - Digital and Innovation	<ul style="list-style-type: none"> • Dealing with Techno-functional aspects of various Digital Banking Products, Product Market Mapping, Analyze trends & Supporting IT applications. • Management of various Projects and drive the team for time bound completion. Provide Innovative Marketing solutions. • Benchmarking the existing product suite (Internet Banking / Mobile Banking / Cards/ Social media / Electronic remittance Products) against industry and drive product enhancements & Innovations. • Co-ordinate with all support functions (Technology Operations, Marketing, Finance, Compliance & Risk) to implement the Business Strategy. • Managing emerging areas of Digital Banking such as: UPI Based Solutions, Robotics, Block Chain Applications, Artificial Intelligence, Chat / Voice Bots, On-line Lending, API Platforms / Layering , OMNI Channels Data analysis for new product features etc. • Managing solutions for secure online channels, Security features of the product (Network / encryption), Product Risk Assessment.
Manager (Grade B) - & DR)	<p>Infra (DC</p> <ul style="list-style-type: none"> • Maintain technology vendor relationship and compliance with service level agreements/ contractual commitments. • To lead the team by providing high-quality and value-adding solutions at different stages- from problem definition to diagnosis to solution design, development and deployment. • Monitoring and maintaining critical Information Technology (IT) infrastructure to ensure the best use of resources, protect against data loss, and monitor key aspects of local service utilization. • Supervising Implementation and operations of all technology infrastructures which includes data center, network and server services, service monitoring, user support/help desk, workstation management, servers, storage and related software.

		<ul style="list-style-type: none"> Monitors and evaluates the efficiency and effectiveness of infrastructure service delivery methods and procedures. Plan and implement upgrades needed to maintain service levels. Develop and lead the replacement of infrastructure at end of life. Execution of DR tests as planned and agreed. Maintains and constantly improves server and network performance, reliability and security in line with BS 7799 / ISO 27001 and best practice. Experience on monitoring and Infrastructure management tools Actively be part of resolution process for any fault/ performance Issues Validation of incident reports for management reporting with appropriate preventive and corrective measures.
Manager (Grade B) - Core	Finacle	<ul style="list-style-type: none"> Maintain technology vendor relationship and compliance with service level agreements/ contractual commitments. To lead the team by providing high-quality and value-adding solutions at different stages- from problem definition to diagnosis to solution design, development and deployment. To provide guidance, and analyze the solutions defined for the business problems to identify any potential risks and issues. To identify change Management requirements and propose a structured approach and manage the change using multiple communication mechanisms Ensure that Core Banking Application, tools and data are available on the disaster recovery site at any time required. Anticipates Core Banking application problems and implement preventive measures. Investigate and install enhancements and operating procedures that optimize Core Banking application availability Functional support of the Core Banking system and interdependent interfaces Configuration, patches, update and upgrade management of the Core Banking system Handle and implement requests for application customizations Manage and support integration of the Core Banking system with other interconnected application.
Manager (Grade B) - Channel Management		<ul style="list-style-type: none"> Dealing with techno-functional aspects of Digital Banking Products & Supporting IT applications in the Internet & Mobile Banking Applications. Managing Digital Banking Solutions, Implementations, up gradations & delivering Digital Innovative solutions Develop and facilitate innovative solutions such as Omni channel, API tools, Digital Signatures or other innovative authentication methodology to secure online channels. Benchmarking the existing product suite (Internet Banking / Mobile Banking / UPI/Social media / Electronic remittance Products) against industry and drive product enhancements& Innovations. Co-ordinate with all support functions (Technology, Operations, Marketing, Finance, Compliance & Risk) to implement the Business Strategy Management of various Projects and drive the team for time bound completion.
Manager (Grade B) - Vendor Management		<ul style="list-style-type: none"> Monitor and enforce SLAs for project delivery, support and other IT services by vendors. Centrally manage and track across the Bank the different types of licenses (core based license, enterprise wide license, user-based license etc.)

	<ul style="list-style-type: none"> • Maintain all procurement details like the number of licenses procured the purchase order reference number and the start date/ end date along with all the documentation work. • Maintain adequate and appropriate records of the vendor onboarded and all appropriate records throughout the procurement process • Provide required information to enable an audit or independent/ regulatory review. • Evaluate potential suppliers using developed and agreed criteria to support alignment and understanding of the expectations and requirements. • Monitor and report on the performance of selected vendors to ensure delivery in line with contractual obligations and performance metrics • Liaise with procurement partners to review, report on and revise contractual agreements as necessary.
Manager (Grade B) - Regulatory and Internal MIS	<ul style="list-style-type: none"> • In-depth knowledge of Regulatory directions/ guidelines/norms of RBI, GoI, etc. • Exposure related works like CRILC, RLC and Exposure computation, RBS Tranches, LEF(Q), Financial Soundness Indicator(Q), Consolidated Prudential Reporting (H). • Ensure bank's policies and procedures are in compliance with regulatory requirements • Provide required information to enable an audit or independent/ regulatory review. • Maintain compliance to the control frameworks such as RMP and other regulatory/ legal and other obligations / requirements • Knowledgeable in information systems theory and configurations. • Planning and development of software applications, basic programming and technical background in management of information system. • Excellent supervisory skills and must be able to communicate with management and users relating to the operation of an MIS system. • Having excellent verbal and written skills and capable of problem solving • Capable of monitoring all operational processes and procedures and adhere to regulatory/ statutory requirements/ reporting guidelines and complying deadlines. • Able to coordinate, review and update existing accounting policies and procedures. • Well-developed analytical skills including an understanding of financial components • Experience in Core Banking Solution of Bank/Data Warehouse.

8. Legal

Deputy General Manager (Grade D) - Legal	<p>The scope of work includes without limitation:</p> <ul style="list-style-type: none"> • Providing analytical and comprehensive legal service; update and brief the top management of the Bank about the latest legal developments; • Disseminating knowledge on relevant legal issues and developments to the Bank, suggesting/ initiating necessary changes in the policy, procedure or functioning of the Bank; • Offering opinion on various legal issues including those related to recovery, restructuring, resolution, insolvency and bankruptcy, employee / industrial relations, etc.;
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	<ul style="list-style-type: none"> • Drafting, vetting and negotiating agreements, contracts, deeds or documents required in the course of business of the Bank; • Investigation of title in respect of the immovable properties to be acquired by the Bank; • Supporting the branches / zones / business verticals in understanding and mitigating the legal risk in contracts, negotiations, projects, etc.; • Strategizing the recovery action in coordination with the relevant verticals for effective litigation management; conducting due diligence, conducting legal audit and reviewing and submitting legal audit reports; attending various meetings; instructing and coordinating with advocates and other professionals wherever necessary; • Supporting branches / zones / verticals in conduct of litigations by and against the Bank and; • Attending the court or tribunal or any judicial/ quasi-judicial forum, whenever required; supervise and guide the legal officers; any other work/ responsibility that may be assigned, from time to time, by the Bank.
Assistant General Manager (Grade C) - Legal	<p>The scope of work includes without limitation :</p> <ul style="list-style-type: none"> • Examining legal issues (including RTI) referred by various departments / branches / zones of the Bank and opining thereon, drafting, vetting and negotiating agreements, contracts, documents, loan & security documents & debt restructuring documents; • Supporting the business team in understanding and mitigating the legal risk in contracts, negotiations, projects, etc.; conducting due diligence, conducting legal audit, reviewing and submitting legal audit reports; attending various meetings; • Investigation of title in respect of the immovable properties mortgaged to the Bank, examining title investigation reports prepared by the advocates and commenting on acceptability of title, handling and advising on the issues pertaining to employee relations/industrial relations; • Handling cases before courts/tribunals/forums filed by or against the Bank including identification of advocates, negotiation of fees & obtaining the approval, briefing advocates/senior advocates, attending court hearings; • Strategizing the recovery action, data collation and submission of the requested information to the management; • Review the performance of the panel advocates. Updating about the latest legal developments and disseminating knowledge on the same to the Bank and generally to advise the Bank on all corporate and banking issues.
Manager (Grade B) - Legal	<p>The scope of work includes without limitation</p> <ul style="list-style-type: none"> • Examining legal issues (including RTI) referred by various departments / branches of the Bank and opining thereon, drafting and vetting of agreements, contracts, loan & security documents & debt restructuring documents, • Conducting due diligence & legal audit of loan/security documents, investigation of title in respect of immovable properties mortgaged to the Bank, • Examining title investigation reports prepared by the advocates and commenting on acceptability of title, advising the Bank on handling issues pertaining to employee relations/industrial relations, • Handling cases before courts/tribunals/fora filed by or against the Bank including identification of advocates, negotiation of fees & obtaining the approval for appointment, briefing advocates/senior advocates, attending court hearings, • Review the performance of the panel advocates, brief the Bank on the latest changes in laws/statutory/regulatory

	aspects.
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9. Risk Management - Information Security Group (ISG):

Assistant General Manager (Grade C) - For Security Operations Center (SOC) Monitoring -Threat Hunting	<ul style="list-style-type: none"> • Handles function of threat operations and hunting and serve as the liaison for Threat Intelligence in the Security Operations Center; • Expert hands on knowledge of threat hunting tools. Should be able to carry out User Behavior analytics, Threat Modelling, Network & EDR Hunting, Hunt through MITRE Framework, Hunt through Threat Intelligence, Hunt via Brand Intelligence Services, Hunt by orchestration; • The candidate should be able to interact with all relevant stakeholders to analyse relevant logs and reconstruct complete kill chain of a threat; • Suggest and proactively build controls to mitigate the detected threat as per Bank's incident response plan; • Incident management process knowledge and/or incident management experience; • Analyses log patterns, system logs, audit files for compliance with security policies. Identify potential threats, develop recommendations for corrective actions and implement those recommendations; • In-depth knowledge of security concepts such as cyber-attacks and techniques, threat vectors, risk management, incident management etc.; • Handle Incident response for SOC to identify and mitigate the threat within Bank's approved TAT; • Perform reverse engineering on malware as required to facilitate investigation and Analysis; • Characterize suspicious binaries and be able identify traits, C2, and develop network and host-based IOCs; • Identify potential malicious activity from memory dumps, logs, and packet captures; • In-depth familiarity with security policies based on industry standards and best practices; • The Security Operations team member is responsible for all internal security operations tasks and management of Security Operations Center and the analyst staff associated with the SOC. The SOC team member is responsible for the technical and process direction of the Security Operations Center; • The Security Operations Center is responsible to provide 24x7x365 continuous investigation of correlated security event feeds and the appropriate triage and escalation in case of an identified security incident; • The Security Operation Center is the primary contact for any suspected security incident and work together with the Incident Response team on resolving incidents and remediating threats. The candidates should be able to work in assigned shifts on rotational basis, if required.
Assistant General Manager (Grade C) - Vulnerability Assessment and Management	<ul style="list-style-type: none"> • Responsible for conducting surface, intrusive and offensive external and internal security testing like vulnerability assessment, penetration testing, application security testing, code review and security configuration verification • Responsible for reviewing internally developed applications, before they are deployed in to production environment • Identify the vulnerabilities that can be exploited by potential malicious hacker • The assessment of application consists of tools based testing, and manually testing with a web browser or designated client software. Hands on experience on commercial, open source security testing and analysis tools and common vulnerability scanning tools. • The areas include but not limited to VAPT, Input validation, Access Control, Password Policy, Session Management,

	<p>Authentication Mechanism, Encryption</p> <ul style="list-style-type: none"> • Understanding latest IT security tools/techniques • Deep Vulnerability assessment and penetration testing skills on IT infrastructure, web applications, Mobile platforms, API testing, Thick client, Secure code review and cloud platforms, based on global security testing practices, frameworks and methodologies. • Conducting network security assessments and monitoring DDOs, WAF, IDS, firewall, and SIEM systems • Working with internal and external business partners on ensuring that IT infrastructure meet global network security standards. • Actively look for security vulnerabilities in our application and network, reporting issues and describing possible solutions. • Stay up to date with security news, keeping an eye out for the latest vulnerabilities and remedies emerging in the field • Provide regular reports auditing our current services and latest changes, as well as our internal practices. • Monitor our server traffic, ticketing and reporting unusual packets • Developing and designing security devices and software to ensure the safety of internal products and information. • Managing security measures for information technology system within a networked system. • Operating regular inspections of systems and network processes for security updates • Customizing access to information per rules and necessity • Maintaining standard information security policy, procedure, and services • Strong knowledge of common vulnerability frameworks (CVSS, OWASP), NVD & CVEs. • Strong Knowledge of Infrastructure Architecture Design, Networking & software Architecture, security and networking protocols • Well versed with system, application, and database hardening techniques and best practices • Experience in performing web application security assessments using hands on techniques for identifying OWASP top 10 vulnerabilities such as XSS, SQL injections, CSRF etc.
Manager (Grade B) - For Security Operations Center (SOC) Monitoring -Network Security	<ul style="list-style-type: none"> • In-depth familiarity with security policies based on industry standards and best practices • Expert hands on knowledge of NBAD and Packet Capture Tool. The candidate is required to possess technical skills to deploy/build rules in the above tools for generating relevant alerts and reports. Such alerts should be ingested by other security solutions in SOC such as SIEM and SOAR for further analysis and remediation. The implemented rules are expected to exploit full capability of installed security solution. • Hands on working knowledge of SIEM and SOAR technology. • Incident management process knowledge and/or incident management experience • Proven experience of investigating security events, threat hunting & resolving vulnerability in enterprise networks • Expert understanding of network protocols including IP, TCP, UDP, HTTP, FTP, SSL, SSH, SMTP. • Analyze network traffic patterns, system logs, audit files for compliance with security policies. Identify potential threats, develop recommendations for corrective actions and implement those recommendations • Expert understanding of windows, Linux, Unix platform from security perspective

	<ul style="list-style-type: none"> • In-depth knowledge of security concepts such as cyber-attacks and techniques, threat vectors, risk management, incident management etc • The Security Operations team member is responsible for all internal security operations tasks and management of Security Operations Center and the analyst staff associated with the SOC. The SOC team member is responsible for the technical and process direction of the Security Operations Center. • The Security Operations Center is responsible to provide 24x7x365 continuous investigation of correlated security event feeds and the appropriate triage and escalation in case of an identified security incident. The Security Operation Center is the primary contact for any suspected security incident and work together with the Incident Response team on resolving incidents and remediating threats. The candidates should be able to work in assigned shifts on rotational basis, if required.
Manager (Grade B) - For SOC Monitoring - SIEM and SOAR expert	<ul style="list-style-type: none"> • In-depth familiarity with security policies based on industry standards and best practices • Expert hands on knowledge of SIEM and SOAR Tool. The candidate is required to possess technical skills to deploy/build rules, create dashboards in the above tools for generating relevant alerts and reports. The implemented rules are expected to exploit full capability of installed security solution. • The candidate should be able to interact with all relevant stakeholders to integrate all banking applications, security tools, web servers, databases etc with SIEM / SOAR and also be able to create custom parsers to enable monitoring. • To ensure that integrated event sources are regularly sending logs to the security solutions and that all applicable logs are getting properly ingested and parsed, • Incident management process knowledge and/or incident management experience • Proven experience of investigating security events, threat hunting & resolving vulnerability in enterprise networks • Analyse log patterns, system logs, audit files for compliance with security policies. Identify potential threats, develop recommendations for corrective actions and implement those recommendations. • Expert understanding of windows, Linux, Unix platform from security perspective. • SOC automation process experience. • In-depth knowledge of security concepts such as cyber-attacks and techniques, threat vectors, risk management, incident management etc. • Handle Incident response for SOC to identify and mitigate the threat within Bank's approved TAT • The Security Operations team member is responsible for all internal security operations tasks and management of Security Operations Center and the analyst staff associated with the SOC. The SOC team member is responsible for the technical and process direction of the Security Operations Center. • The Security Operations Center is responsible to provide 24x7x365 continuous investigation of correlated security event feeds and the appropriate triage and escalation in case of an identified security incident. The Security Operation Center is the primary contact for any suspected security incident and work together with the Incident Response team on resolving incidents and remediating threats. The candidates should be able to work in assigned shifts on rotational basis, if required.

Manager (Grade B) - Vulnerability Assessment and Management	<ul style="list-style-type: none"> • Responsible for conducting surface, intrusive and offensive external and internal security testing, reviewing internally developed applications, before they are deployed in to production environment; • Identify the vulnerabilities assessment, penetration testing, application security testing, code review and security configuration verification that can be exploited by potential malicious hacker; • The assessment of application consists of tools based testing, and manually testing with a web browser or designated client software. Hands on experience on commercial, open source security testing and analysis tools and common vulnerability scanning tools. • The areas include but not limited to VAPT, Input validation, Access Control, Password Policy, Session Management, Authentication Mechanism, Encryption • Understanding latest IT security tools/techniques • Deep Vulnerability assessment and penetration testing skills on IT infrastructure, web applications, Mobile platforms, API testing, thick client, secure code review and cloud platforms, based on global security testing practices, frameworks and methodologies. • Conducting network security assessments and monitoring DDOs, WAF, IDS, firewall, and SIEM systems • Working with internal and external business partners on ensuring that IT infrastructure meet global network security standards. • Actively look for security vulnerabilities in our application and network, reporting issues and describing possible solutions. • Stay up to date with security news, keeping an eye out for the latest vulnerabilities and remedies emerging in the field • Provide regular reports auditing our current services and latest changes, as well as our internal practices. • Monitor our server traffic, ticketing and reporting unusual packets • Developing and designing security devices and software to ensure the safety of internal products and information. • Managing security measures for information technology system within a networked system. • Operating regular inspections of systems and network processes for security updates • Customizing access to information per rules and necessity • Maintaining standard information security policy, procedure, and services • Strong knowledge of common vulnerability frameworks (CVSS, OWASP), NVD & CVEs, Infrastructure Architecture Design, Networking & software Architecture, security and networking protocols • Well versed with system, application, and database hardening techniques and best practices • Experience in performing web application security assessments using hands on techniques for identifying OWASP top 10 vulnerabilities such as XSS, SQL injections, CSRF etc.
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10. Treasury :

Manager (Grade B) - Treasury	Interbank dealing in Forex & Derivative markets, Debt/Money markets and Client/FI relationship handling with sound understanding of Financial Markets functions, operations and Regulatory environment.
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