

RENEW Microfinance Pvt. Ltd.
Terms of Reference
ToR of IT Officer, Information & Technology Department.

Overall Job Description

The primary duties of this position include operation, installation, implementation, administration and maintenance of the IT projects/plants or any related projects. The candidate is expected to ensure minimal downtime during the maintenance of the network. To be a successful candidate, you will need to have a strong understanding of the overall operation/working of the information system including systems and networks.

Specific Duties and Responsibilities:

- To resolve IT related raised by Head office staff and Branches.
- To resolve Core Banking System related issues reported by branch staff.
- To generate regular and ad hoc data and reports required by staff.
- Maintaining backup of reports, utilities, and generated reports.
- Creating & maintaining various user IDs and their rights in the system
- Creating & maintaining various user IDs and ensure their systems are working
- To ensure Networking and Troubleshooting
- To ensure Server configuration and backup
- To ensure software installation and upgrading.
- To ensure printer and scanner configuration
- Prepare monthly RMA reports
- Ensure availability & reliability of the network/systems and the services at branch office.
- Monthly Finance reporting tool assessment & report assistance to finance team.
- Required to be familiar with each other's work and replace one another as and when required.
- Should be flexible and able to delegate work during off hours, if required.
- Perform such other assignments, as required by the Supervisor/ the Company.

Qualification & Experience Requirement:

- Candidates must have minimum of Bachelor of Science in Information Technology/ B. Com with IT/Computer Applications or Diploma in Information Technology and Networking from a reputed Institutions/Colleges.
- Preferences will be given to the candidate who have relevant working experience.

Skill Requirement:

- Good knowledge/skill in the administration of the network/systems.
- Good knowledge about changes/evolution of the current information technology trend.
- Experience in operation and maintenance of network/systems devices and the associated services.
- Good with excel worksheet and software and hardware
- Prior knowledge of the administration of network/system devices.
- Good in SQL language and others.

Other requirements

- Curriculum Vitae
- Copy of bachelor's degree or Diploma Certificates & Academic Transcripts, and Academic transcripts of Class 10 & 12
- Copy of Citizenship ID Card/Identity Card
- Valid Security Clearance Certificate
- Valid Medical Fitness Certificate

Employment Type

- Regular

Salary & Others Benefits

- Salary and benefits shall be fixed within the existing RENEW Microfinance Pvt. Ltd. pay scales & in line with the RENEW MFPL Service Rules.