



Terms of Reference for General Manager, ICT & Digital Banking Division

Position Title: General Manager

Division: ICT & Digital Banking Division

Reports to: The Chief Executive Officer.

POSITION SUMMARY: Directs and manages the Information Technology, Digital Transformation of the Bank and overall planning and development of the Division.

ESSENTIAL FUNCTIONS:

1. ICT Strategy and Policy Formulation

- a) Develop, review and execute ICT policies, procedures and guidelines in alignment with ICT Security Standards and best practice as and when required.
- b) Develop/review ICT and Digital Roadmap of the bank.
- c) Plan and initiate digital transformation.
- d) Develop ICT risk analysis and mitigation methodology.
- e) Constantly update technologies, business operation re-engineering and adaptation of industry standard processes and procedures.
- f) Develop the data back-up plan to ensure ICT risk management in a proactive manner.
- g) Provide leadership guidance for any ICT modifications, new developments and alignment of application for business growth for the overall bank.
- h) Analyze data and reports to identify and determine causes of ICT related issues and areas of improvement and changes
- i) Develop recommendations for improvement of the bank’s ICT policies and practices.
- j) Monitor evaluation of key products and technologies for expansion and replacement.
- k) Develop integration plan for new sites and new systems.
- l) Develop, review and modify incident responses program.
- m) Plan and prepare budget for ICT operations and new development.
- n) Generate monthly/quarterly/yearly report on ICT activities and submit to the management/CEO

2. Operation and Process Management

- a. Supervise the implementation of security policies and procedures across the organization.
- b. Ensure that all banking technologies are up and operational at all times.
- c. Supervise coordination of anti-virus controls and updates and monitor logs and firewall systems to ensure ICT security.
- d. Ensure proper planning of acquisition/upgrade of hardware/software so that capacity utilization is optimal and ensure that they are never out of support or be obsolete.
- e. Analyze and identify hardware requirements and configuration and coordinate with vendors and internal procurement division for final procurement.



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- f. Manage and provide ICT support to all other Divisions and branches as per stated functional requirements.
- g. Ensure IT system and operations comply with relevant laws and regulations.

3. Stakeholder Management

- a. Maintain healthy relations with external contacts like vendors, suppliers, and service providers.
- b. Manage and monitor consultants, advisors, and experts employed by the bank.
- c. Maintain proper coordination between Divisions/Divisions/Branches and external agencies.

4. Review and Project Management

- a) Review ongoing ICT initiatives/projects to ensure their timely implementation and identification of additional resource requirements and to ensure business needs in different Divisions and branches are met.
- b) Evaluation of new technology and guiding the bank for the selection and implementation of the same.
- c) Understand and assist in the launch of new business strategies/core banking.
- d) recommend appropriate cost-effective technology solutions to meet the Banking needs;

5. Reporting and Monitoring

- a) Ensure regular communication with branch managers and Division heads to collect ICT related concerns and issues, and take appropriate measures.
- b) Monitor monthly reviews regarding ICT systems and processes and provide day-to-day working process status to the management.

6. Employee Management

- a. Establish individual performance expectations/targets and review regularly.
- b. Timely performance evaluation and submissions to HR.
- c. Develop IT resources and skills so that they can support and enhance the banking technology (IT infrastructure, software, applications, network and database).
- d. Support and guide focused training, knowledge management initiatives and exposure to best practices.
- e. Ensure that the employees within the Division maintain the highest standards of professional conduct, ethics, integrity, and control in carrying out their roles and responsibilities.
- f. Plan and build a robust succession plan for the division.
- g. Overall supervision and monitoring of the officials.

7. Other Responsibilities

- a) Serve as a member of the management committee and provide strategic and operative assistance to the CEO.



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- b) Promote the image of Bank by speaking, acting responsibly, and showing courtesy and positive attitude to others.
 - c) Maintain proper documentation of the activities undertaken.
 - d) Observe code of conduct by maintaining confidentiality of information.
 - e) Carry out any other tasks assigned by the CEO, Board and Shareholder.