Guidelines For Chief Information Technology Officer (CITO)

Rupali Bank Limited, one of the largest state-owned commercial banks in the country is looking for a **'Chief Information Technology Officer (CITO)'** in the rank of General Manager on contractual basis. Competent Bangladeshi Nationals having following qualifications, experiences and competencies may apply for the position :

PURPOSE OF THE JOB

1. To lead ICT division of Rupali Bank and be responsible for strategic alignment of Information & Communication Technology with Innovative Banking Business (Alternate Banking, Mobile Banking, e-Banking etc.).

2. Crafting ICT Service Strategy for delivering resilient ICT service across the Bank and ensure service uptime for 24/7.

3. Lead the group of cross-functional teams by formulating rightly aligned IT Organization Structure which ensures proper usage of human capital to achieve ICTs objective successfully.

4. Ensure Information Security of the Bank by designing and implementing information security strategic plan.

5. Implement IT Governance across the Bank as directed by the Honorable Board of Directors of the Bank.

6. Ensure automation process in all aspects of banking activities.

CANDIDATES' SPECIFICATION

(A) Academic Background

Minimum Graduation degree in CS/CSE/ICT/EEE, Physics, Applied Physics, Mathematics, Statistics or Post-graduation degree in any subject with ICT Diploma Degree from reputed university.

(B) Experience

1. At least 12 years experience in ICT Sector in which minimum 5 years experience in Central Bank/ Commercial or Specialized Bank/ Financial Institution. He/She should be experienced in ICT policy and planning, Financial Network & Application, Financial Information Systems, Cyber Security Technology, Payment Technology etc.

2. He/She should be a member of any approved computer society.

3. Should be innovative regarding Transformation of Banking Business into Technological outcomes.

4. Experienced to develop business focused ICT and information security strategies that will effectively meet the business needs.

5. Able to redesign current workflow for delivering high quality, customer **focused techo- business services.**

6. Experienced in contributing to the development and implementation of effective Management Information Systems that aid the decision-making process.

7. Experienced in procuring and managing large and complex outcome-based ICT contracts with interdependencies.

8. Experienced in negotiating quality, cost-effective services.

9. Candidates currently working as General Manager in banking sector will be given preference.

(C) Competencies

1. Exceptional inter-personal skills enabling engagement with top management as well as subordinates.

2. Leadership skills, including the ability to manage in a modern, empowering way and delegate as required.

3. An understanding of ICT strategy, **business technology** and its application at all levels in Banking environment and the skills to think strategically.

4. A sound understanding of portfolio, program and project management and a track record of delivering and enabling large-scale complex change program.

5. An understanding of key ICT management standards, including but not limited to ITIL, PRINCE, PMI, ISO 27k, COBIT etc.

6. Sound knowledge on **BASEL II, BASEL III** regarding business on using information technology.

7. Business & Market analytical ability along with good understanding on Financial Modeling.

8. Employing excellent leadership and team-working skills in an environment where priorities and goals can quickly change and evolve.

TERMS OF REFERENCE (TOR)/RESPONSIBILITIES

A. Strategy

1. Lead on building cohesive team relationship among all stakeholders in the Banking Process to ensure the ICT Strategy and Services development to meet Business Needs.

2. Develop ICT Strategy and Budget ensuring that it will meet the Bank's Business Objective without impacting its Cost Strategy and providing regular assessment against it.

3. Make a major contribution in developing and accordingly delivery of integrated Solution in line with the Bank's vision for Business Transformation. Inspire and introduce creativity and standard in the management and application of ICT.

4. Demonstrate the contribution that technology is directed to achieve business objectives, defining strategy, validating business needs, taking into account the opportunities afforded by technology developments coupled with the implications of change on prevailing Banking Services due to random technological changes.

5. Lead on the implementation of the ICT strategy as per recommendations, specifically the ICT infrastructure and corporate ICT program portfolio, reporting to top management stakeholders on issues and risks.

6. Develop and update ICT related Policies/Guidelines/ Operation Manuals (e.g. IT System Audit Manual, IT Security Policy, etc) complying with ICT Act of Bangladesh, Bangladesh Bank Regulations and Government policies as well.

7. Continuous evaluation of ICT risks through identification, quantification and recommendations of mitigating tools.

8. Establish Cyber Security Governance under supervision of Board of Directors.

9. Conduct SWOT analysis of ICT system of the bank periodically and report to Managing Director & CEO with recommendations.

B. ICT Service Delivery

1. Take responsibility for development, delivery and/or monitoring (as appropriate) for the ICT service delivery including the IT Division services.

2. Establish strong working relationship with all departments of Rupali Bank Limited, working jointly to improve cost-effectiveness, to assure value for money, delivery performance, customer satisfaction and innovation.

3. Ensure that robust contingency, risk management and business continuity plans are in place for the Bank's ICT services and that these are coordinated with and support the Bank's general business continuity plans. Maintain and enforce standards and protocols for the use of information and communication technologies across the Bank.

4. Ensure effective data management and services as well as statutory compliance of all ICT service systems.

5. Take responsibility for the development and implementation of the Bank's information security in accordance with the information management strategy (ISO 27k, PCI- DSS etc.), ensuring that the Bank meets its statutory requirements.

6. Perform ICT related Audit of the bank.

7. Customize CBS as per Product Fitment Document (PFD).

C. Quality Enhancement

1. Transform the ICT service to the point where it can deliver a single seamless highly available Banking Services for 24/7.

2. Ensure quality service across the Branches and alternate delivery channels effectively.

3.   Develop continuous service improvement culture within the ICT service to ensure that it can continue to evolve in line with the changing business environment based on ITIL Standard and Guideline.

4.   Take responsibility for ICT governance (such as COBIT) and the mechanisms in place to ensure compliance, legislative and regulatory (i.e. Bangladesh Bank) policies.

5.   Develop annual Continuous Service Improvement Plan (CSIP) for ICT applying risk management principles in relation with the ICT contracts.

6.   Manage the senior leadership team following good management practices, including team meetings, appraisals, one-to-ones, ensuring senior managers and the wider team are motivated and meet their objectives. Develop the wider team skill set in line with the professional development requirements for ICT, including program and project management.

D. Program Management & Resource Allocation
1.   Accountable for the portfolio of programs delivering the ICT strategy.

2.   Conduct cost benefit analysis, considering security aspects with risks associated with selecting appropriate hardware, software and other technological services.

3.   Lead on the co-ordination of ICT activity across the Bank, actively prioritizing competing program and projects and allocating available resources effectively to drive greatest return on investment.

4.   Fix strategic resource management to respond to business priorities cost effectively.

5.   Monitor and review the economies of program processes, and ensure effective governance arrangements, supported by comprehensive reporting, are in place.

E. Budget
1.   Formulate and gain acceptance for annual revenue and capital budgets for ICT infrastructure and corporate ICT program as well as monitor them to ensure corporate policies and objectives are met within financial constraints.

2.   Manage the overall ICT budget and ensure compliance with the Bank's Financial Strategy.

3.   Need assessment of hardware, software and network equipment for DC(Data Centre) and DRS(Disaster Recovery Site) towards implementation of Centralized IT system of the bank.

F. Communications
1.   Initiate and influence relationships with and between key stakeholders - members, departmental head, senior managers and other stakeholders.

2.   Develop effective communications and engagement strategy to ensure Innovative Business Services.

3. Initiate and oversee processes to manage and monitor relationships including lessons learned and the feedback loop to and from business change teams. Provide high level thoughts to members, top and senior management on ICT matters.

4. Train employees to motivate and update themselves about upgradation of systems, tools and policies.

The Chief Information Technology Officer (CITO) will perform duties and report in close consultation with the concerned Deputy Managing Director (DMD) and Managing Director & CEO of the bank.

Contract Tenure : Two years
Remuneration : Negotiable and consistent with other bank's remuneration packages for similar position.
Age : Maximum 50 years on **31/10/2021**.

Applications from deserving candidates should reach the following address by **15/12/2021**. The application must accompany the curriculum vitae with full details (recent stamp size photographs, copies of academic and experience certificates, mail address, e-mail ID, contact numbers). Only short listed candidates will be contacted for interview. The Bank Authority reserves the right to reject any application without giving further notice.

General Manager
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Administration & Human Resources Division
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