



CONFIDENTIAL

## IT HELP DESK PERSONNEL

### Job Description

- To support the day to day activities of branches for core banking and other banking software's under the guidance of the Help-Desk head
- Day Begin to Day End activities in CBS Software
- Perform EOD for CBS
- Support Branches in CBS Software
- Resolving L1 issues of report by Branches
- Escalating issue to L2/L3 team as necessary and track issues to closure
- Co-ordinate with Hardware and Network team
- Handling Delivery Channels issues
- Charges and Interest runs as per schedules
- Making module online at branches
- Basic understanding of SQL Queries
- Proficiency in working on MS - Excel and Word
- Should be ready to work in shifts on weekends and Holidays
- Should be ready to work in night shift
- Work from office

### Desired Candidate Profile

- Education: BSC-IT/BCA/BE/B Tech, Any post graduate
- Knowledge of Co-operative Banking
- Experience: 2-5 Years
- Added Advantage: Knowledge of **Flex cube** is added advantage