

# **Recruitment of Technical Officers for IT, SOC, MIS Department**

Tamilnad Mercantile Bank Ltd., one of the leading Private Sector Banks in India invites application for the post of

## **Network Administrator (Scale III)**

Educational Qualification	B.E/ B.Tech in Computer Science/ IT/ Electrical/ Electronics/ from reputed university with minimum 60% marks.
Age	Not exceeding 40 years as on 31.05.2019.
Scale	Selected candidates may be posted in Scale III Cadre.
Experience	Minimum 10 years experience in relevant field.
Preference	CCNA/CCNP Certification. Experience in CISCO Routers, Firewalls, IPS, IDS, Switches and Banking& Financial Institutions are preferred.
Remuneration	<ol style="list-style-type: none"><li>1. The emoluments during the period of probation will be Basic Pay of Rs.42,020/- plus applicable DA (presently Rs.27,102/-) and other perquisites like reimbursement of house rent, fuel, entertainment, canteen, newspaper etc as applicable to the Scale-III officers.</li><li>2. In addition, he/she will be eligible for facilities like Gratuity, Pension, Leave Encashment, and Leave Fare Concession for self &amp; dependent family members, Hospitalization Expenses for self &amp; dependent family members, group insurance etc. as applicable under Bank's rules.</li></ol>

## **Database Administrator (Scale II)**

Educational Qualification	B.E/ B.Tech in Computer Science/ Electronics/ Electrical or MCA or M.Sc (Maths/ Physics) with Diploma in Computer Applications from a reputed university with minimum 60% marks and above.
Age	Not exceeding 35 years as on 31.05.2019.
Scale	Selected candidates may be posted in Scale II Cadre.
Experience	Minimum 6 years experience in Enterprise Wide Database Management or areas related to Database Administration in a large Organization.
Preference	Candidate should also be proficient in Oracle DBA Functions and SQL and Should have undergone formal advanced DBA training programme from a reputed institution. Preference will be given to candidates with certification in Oracle and familiar with IBM-AIX.
Remuneration	<ol style="list-style-type: none"><li>1. The emoluments during the period of probation will be Basic Pay of Rs.31,705/- plus applicable DA (presently Rs.20,449/-) and other perquisites like reimbursement of house rent, fuel, entertainment, canteen, newspaper etc as applicable to the Scale-II officers.</li><li>2. In addition, he/she will be eligible for facilities like Gratuity, Pension, Leave Encashment, and Leave Fare Concession for self &amp; dependent family members, Hospitalization Expenses for self &amp; dependent family members, group insurance etc. as applicable under Bank's rules.</li></ol>

## **Database Administrator (Scale III)**

Educational Qualification	B.E/ B.Tech in Computer Science/ Electronics/ Electrical or MCA or M.Sc (Maths/ Physics) with Diploma in Computer Applications from a reputed university with minimum 60% marks and above.
Age	Not exceeding 40 years as on 31.05.2019.
Scale	Selected candidates may be posted in Scale III Cadre.
Experience	Minimum 10 years experience in Enterprise Wide Database Management or areas related to Database Administration in a large Organization.

Preference	Candidate should also be proficient in Oracle DBA Functions and SQL and Should have undergone formal advanced DBA training programme from a reputed institution. Preference will be given to candidates with certification in Oracle and familiar with IBM-AIX
Remuneration	<ol style="list-style-type: none"> <li>1. The emoluments during the period of probation will be Basic Pay of Rs.42,020/- plus applicable DA (presently Rs.27,102/-) and other perquisites like reimbursement of house rent, fuel, entertainment, canteen, newspaper etc as applicable to the Scale-III officers.</li> <li>2. In addition, he/she will be eligible for facilities like Gratuity, Pension, Leave Encashment, and Leave Fare Concession for self &amp; dependent family members, Hospitalization Expenses for self &amp; dependent family members, group insurance etc. as applicable under Bank's rules.</li> </ol>

### **Security Operations Manager (Scale II)**

Educational Qualification	Bachelor's / Master degree in Engineering / Technology or related field from a reputed University with 60% marks and above with minimum 4-8 years' experience in IT.
Age	Not exceeding 40 years as on 31.05.2019.
Scale	Selected candidates may be posted in Scale II Cadre.
Experience	Minimum 4 to 8 years of experience inSOC operational environment.
Preference	Professional industry standard certifications like CISA, CISAM, CISSP, CEH, GIAC, ISO 27002 etc will be added advantage. Experience with various IT / Security technologies including Active Directory, DNS, Messaging, Firewalls/ VPN Gateways, IPS, Proxy, AV, Iron Port (CES). Hands-on experience and understanding of various security tools like SIEM, WAF, DAM etc.
Remuneration	<ol style="list-style-type: none"> <li>1. The emoluments during the period of probation will be Basic Pay of Rs.31,705/- plus applicable DA (presently Rs.20,449/-) and other perquisites like reimbursement of house rent, fuel, entertainment, canteen, newspaper etc as applicable to the Scale-II officers.</li> <li>2. In addition, he/she will be eligible for facilities like Gratuity, Pension, Leave Encashment, and Leave Fare Concession for self &amp; dependent family members, Hospitalization Expenses for self &amp; dependent family members, group insurance etc. as applicable under Bank's rules.</li> </ol>

### **Role and Responsibilities of Security Operations Manager**

- The primary responsibility of the Security Operations Manager is to ensure security risks are identified and managed within acceptable limits.
- In-Depth understanding of various Security Operation Center tools, information security tools and technologies.
- Responsible for work with internal and external auditors with reference to IT Security area.
- The Security Manager will work closely with Design Authority, Solution Architects, IS Design, IT operations and Business teams to manage security of the organization Responsibilities.
- Responsible for providing risk oversight by ensuring proper insight is given to the IT and IT security leadership for taking informed decisions on matters related to information security.
- Feasibility engagements with business groups to ensure security requirements are discussed and incorporated early in the process.
- Assess risks and identifies issues and solutions to timely and efficiently achieve program goals or project objectives while maintaining security standards.
- Develop and maintain measurable security metrics program; Assess performance to ensure that it meets the present and future needs of the Bank.
- Support business needs in developing and maintaining application, network and systems requirements in accordance with security standards.
- Responsible for management of information security strategy, solutions, and ongoing technology refresh and enhancements.
- In-Depth knowledge of End Point Protection (AV,HIPS and DLP)

### **System/Server Admin (Scale I)**

Educational Qualification	B.E/ B.Tech in Computer Science/ Electronics/ Electrical or MCA from a reputed university with 60% marks and above.
Age	Not exceeding 35 years as on 31.05.2019.
Scale	Selected candidates may be posted in Scale I Cadre.
Experience	Minimum 3 years of experience in industry.
Preference	Must have advance knowledge of Windows Server/ Desktop Operating System, Server Virtualization Technologies like VMware Server/ESX or Microsoft HyperV/ Virtual Server/ Linux/ Unix administration. Must have experience in enterprise storage concepts including disk partitioning.
Remuneration	<ol style="list-style-type: none"><li>1. The emoluments during the period of probation will be Basic Pay of Rs.23,700/- plus applicable DA (presently Rs.15,286/-) and other perquisites like reimbursement of house rent, fuel, entertainment, canteen, newspaper etc as applicable to the Scale-I officers.</li><li>2. In addition, he/she will be eligible for facilities like Gratuity, Pension, Leave Encashment, and Leave Fare Concession for self &amp; dependent family members, Hospitalization Expenses for self &amp; dependent family members, group insurance etc. as applicable under Bank's rules.</li></ol>

### **Mail Admin (Scale I)**

Educational Qualification	B.E / B.Tech. in Computer Science / Electronics / Electrical or MCA from a reputed University with 60% marks and above
Age	Not exceeding 35 years as on 31.05.2019.
Scale	Selected candidates may be posted in Scale I Cadre.
Experience	Minimum 3 years of experience in industry.
Preference	Must have knowledge for maintaining the Organization email systems, monitoring server performance and mail routine. Creating user accounts and maintaining security levels on database. Must have knowledge with Linux / Unix server.
Remuneration	<ol style="list-style-type: none"><li>1. The emoluments during the period of probation will be Basic Pay of Rs.23,700/- plus applicable DA (presently Rs.15,286/-) and other perquisites like reimbursement of house rent, fuel, entertainment, canteen, newspaper etc as applicable to the Scale-I officers.</li><li>2. In addition, he/she will be eligible for facilities like Gratuity, Pension, Leave Encashment, and Leave Fare Concession for self &amp; dependent family members, Hospitalization Expenses for self &amp; dependent family members, group insurance etc. as applicable under Bank's rules.</li></ol>

### **IT Specialists (Scale I)**

Educational Qualification	B.E / B.Tech. in Computer Science / Electronics / Electrical or MCA or M.Sc (Maths/Physics) with Diploma in Computer Applications from a reputed University with 60% marks and above
Age	Not exceeding 35 years as on 31.05.2019.
Scale	Selected candidates may be posted in Scale I Cadre.
Experience	Minimum 3 years of IT experience.
Preference	Experience in e-Channel applications, Web technologies, Java, JEE, C#, .NET, APIs, Java Script Frameworks (JSON, React/Angular/Node JS), Struts, Java Interfaces, Hibernate, Spring Frameworks, Middleware – MQ Broker, Websphere, Tomact, Jboss, MQ, SOA Frameworks, UI / UX standards including HTML5, CSS, Responsive Web Frameworks, Web Services – Rest style, Native Mobile Applications Programming using Android, IOS toolkits and hybrid apps, Kony MADP, IBM worklight.

Remuneration	<ol style="list-style-type: none"> <li>1. The emoluments during the period of probation will be Basic Pay of Rs.23,700/- plus applicable DA (presently Rs.15,286/-) and other perquisites like reimbursement of house rent, fuel, entertainment, canteen, newspaper etc as applicable to the Scale-I officers.</li> <li>2. In addition, he/she will be eligible for facilities like Gratuity, Pension, Leave Encashment, and Leave Fare Concession for self &amp; dependent family members, Hospitalization Expenses for self &amp; dependent family members, group insurance etc. as applicable under Bank's rules.</li> </ol>
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### **Call Center Officer (Scale I)**

Educational Qualification	B.E in Computer Science / Electronics / Electrical or MBA or MCA or M.Sc (Maths/Physics) with Diploma in Computer Applications from a reputed University with 60% marks and above
Age	Not exceeding 35 years as on 31.05.2019.
Scale	Selected candidates may be posted in Scale I Cadre.
Experience	Minimum 3 years of experience in industry.
Preference	Experience in customer support, Key Account Manager, Business Development Manager, Client Servicing, Customer Care, Team Handling, Team Leader, Relationship Management. Should have good communication in English, Hindi and Tamil.
Remuneration	<ol style="list-style-type: none"> <li>1. The emoluments during the period of probation will be Basic Pay of Rs.23,700/- plus applicable DA (presently Rs.15,286/-) and other perquisites like reimbursement of house rent, fuel, entertainment, canteen, newspaper etc as applicable to the Scale-I officers.</li> <li>2. In addition, he/she will be eligible for facilities like Gratuity, Pension, Leave Encashment, and Leave Fare Concession for self &amp; dependent family members, Hospitalization Expenses for self &amp; dependent family members, group insurance etc. as applicable under Bank's rules.</li> </ol>

### **Roles and Responsibilities of Call Center Officer**

- Responsible for overall SLA delivery of the center.
- Effectively resolve complexities that may arise due to multi-functional (Quality, Training and Operations) team interactions within the center.
- Understand call center delivery expectations, translate them into various delivery parameters (agent specs, potential sources, WFM issues, asset / infra needs, growth / shrinkage planning, reporting needs, costing development, change management, etc.).
- Create an environment facilitative of high performance, optimal stress and fun (leading to lower attrition).
- Ensuring targets are met consistently through the predefined productivity norms within the defined costs, time and quality parameters.
- Coach team members regarding their performance and suggest and implement corrective actions as required.
- Analyze MIS reports; identify trends and take appropriate action on the same.
- Responsible for controlling attrition.
- Coordinate with support functions for recruitment/ on boarding/ training.
- Optimum utilization of resources-Display cost consciousness and optimum utilization of resources.

## **MIS Officer**

Educational Qualification	B.E(Computer Science)/B.Tech (IT)/MCA or M.Sc (Computer Science) or M.Sc (IT)/M.Sc (Statistics) with any Diploma in Computer application from a reputed University. Must have completed the degree course from a recognized University in regular college course with 60 % marks and above.
Age	Not exceeding 35 years as on 31.05.2019.
Scale	Selected candidates may be posted in Scale I Cadre.
Experience	Minimum 1 to 3 years of experience in industry.
Preference	Experience in MIS preparation, reporting and ERP (Enterprise Resource Planning) tools. The candidate having proficient in Oracle DBA Functions and PL/SQL. Having experience in Asp.Net or PHP or Python or Eclipse or NetBean or any other JAVA based application.
Remuneration	1. The emoluments during the period of probation will be Basic Pay of Rs.23,700/- plus applicable DA (presently Rs.15,286/-) and other perquisites like reimbursement of house rent, fuel, entertainment, canteen, newspaper etc as applicable to the Scale-I officers. 2. In addition, he/she will be eligible for facilities like Gratuity, Pension, Leave Encashment, and Leave Fare Concession for self & dependent family members, Hospitalization Expenses for self & dependent family members, group insurance etc. as applicable under Bank's rules.

## **Roles and Responsibilities of MIS Officer**

- Provide insight to senior management based on MIS and Analytics models.
- Development of required MIS and Analytics models with the appropriate tools available within the Bank.
- Perform regular data quality checks to ensure all reported information is accurate and relevant.
- Explore statistical and automation tools like SAS, Python and others if any available in Bank for predictive and prescriptive analytics.
- Perform data validation and dashboard performance optimization.
- Perform data analysis for generating reports on periodic basis.
- Work closely with Business Department and Operations & Services to have in depth financial and business analysis.
- Troubleshoot MIS reports on regular basis to identify where efficiencies or changes can be made in the report structure or layout.

## **Other Responsibilities**

- Working out computerisation plan for the Bank, keeping information on all mechanisation projects, i.e. implemented, under implementation, sanctioned but to be started, etc.,
- Resource planning and development of trained manpower for manning computerisation projects at all levels.
- Maintaining track of problems in hardware and software areas in branches, assisting branches in solving them, monitoring progress and ensuring maintenance of proper fallback systems.
- Assisting other departments, identifying in / purchasing of software and hardware for operations.
- Analysis of technology oriented new product in market.
- Identification of core problem areas and development of problem solving strategies.
- Keeping abreast of latest technological developments.
- Implementation of appropriate data, security measures and disaster control procedures.
- Control and monitoring of outside computer processing agencies, cost effectiveness and developing plans for alternative, in-house processing system.
- Studying latest technological developments and suggesting Board of Directors.
- Monitoring benefits of mechanisation in terms of improved customer service, upto date house-keeping and accuracy, scope for diversion of time and manpower resources for developing additional business.

- Allocating available resources, both manpower and hardware, to facilitate smooth functioning of the Data Processing schedule.
- Maintaining liaison with external computer agencies to ascertain the services they can offer to our various offices/departments, whenever required, and arranging such services.
- Collecting and storing data related to all aspects of the Bank's operations and supplying processed data to user departments.
- Identifying the sources - both internal and external - of the data that would be of use to the Branch Head at various levels.

### **Procedure of Selection:**

The shortlisted candidates will be called for personal interview. The venue, date and time for interview will be communicated to the eligible candidates individually.

### **Probationary Period:**

The candidates will be on probation for a period of one year. At the end of the probationary period they will be subjected to an internal screening process to evaluate their performance before being confirmed in service. Probation may also be extended.

### **Place of Posting:**

The selected candidates will be posted anywhere in INDIA.

### **General Conditions & Instructions:**

The candidates should submit the duly signed application and it should be accompanied by the following documents:

- Separate application should be submitted while applying for multiple posts.
- One recent passport size color photograph (Size: 2" x 2" ONLY) to be affixed in hard copy of the application. Do not use stapler pins.
- Age Proof (Self attested photo copy of SSLC or Higher Secondary Mark Sheet or Transfer Certificate).
- Self attested photo copy of Degree Certificate and SSLC, Higher Secondary & consolidated Degree mark sheet.
- Experience certificate/s.

The cover containing the application with enclosures should be superscribed as "Application for the post of Network Administrator / Database Administrator / System/Server Administrator / Mail Administrator / IT Specialist Officer / Call Center Officer / MIS Officer / Security Operations Manager" and it should be sent **not later than 06.07.2019** to:

**The General Manager,  
Human Resources Development Department,  
Tamilnad Mercantile Bank Ltd.,  
Head Office, # 57, V. E. Road,  
Thoothukudi 628 002.**

The completed applications will be verified and eligible/shortlisted applicants will be communicated individually by post / e-mail with details of the interview to be attended. Application with incorrect / incomplete particulars, received without copies of certificates and not received within the stipulated date are liable to be rejected. Any information found to be wrong or any candidate found ineligible at any stage of the process or later will result in disqualification of the candidate. The Bank reserves the right to reject any application at any point of time without assigning any reason and Bank's decision in the matter of eligibility, conduct of interview and selection would be final. No correspondence in this regard will be entertained by the Bank.