



NCSIDBL/CSD/2021/

Date: 13/April /2021

Vacancy Announcement

The National CSI Development Bank Ltd. (NCSIDBL) is pleased to announce vacancy for the positions detailed in the table below from the interested Bhutanese nationals, who have attained a minimum age of 18 years:

S #	Position	No. of Slot	Type of Employment and Corporate Grade	Qualification and Experience	Salary & Allowances
1	IT Assistant (Location: Eastern Region - Mongar)	1	Regular/ Grade 13	Qualification: Class X with 2 years of Certificate Course in Computer Hardware & Networking from a recognized institute. The candidate should have obtained a minimum of 60% marks in National Certificate level II (NC2).	Basic pay: Nu 13,705/- (13,705-345-20,605) House Rent Allowance: 3,500/-
B	Cleaner (Location: Thimphu)	1	Regular/ Grade GSP Level	Qualification: Class VIII Pass	Basic pay: Nu. 10,505/- (10,505-210-13,655) House Rent Allowance: Nu. 3,500/-

Interested candidates fulfilling the prescribed eligibility criteria may submit their application together with the mandatory documents (in hard copies) listed in the Terms of Reference (**ToR**) to the following addresses:

- (1) Director, Community Financing Service Department, NCSIDBL located opposite to Tarayana Hall/Tourism Council of Bhutan (TCB) Office, Chubachu – Contact Ms. Sonam Dolkar, HR. Assistant at mobile no. 17975149.

The last date for submission of application is **3rd May 2021 before 5 PM.**

Terms of Reference (ToR) can be downloaded from our website: www.csibank.bt .



Community Financing Service Department: Thimphu

Detailed ToR for IT Assistant

Department: Community Financing Service Department (CFSD)

Position Title: IT Assistant.

Reports to: System Administrator and Regional Manager.

POSITION SUMMARY: Provide end-user support to the respective Regional Offices and Community Service Centers. Responsible for monitoring, repair/maintenance & record keeping of CSC equipment, network and office structure under the respective jurisdiction. Ensure maximum uptime of all the IT-related equipment and network at the respective CSCs.

Repair and Maintenance

1. Timely repair and maintain IT related equipment including troubleshooting.
2. Diagnose issues and recommend repair/replacement of computer, network equipment, office equipment.
3. Organize and schedule upgrades on the operating system and maintenance without deterring others from completing their work.
4. Provide orientation and guidance to users on how to operate new software and computer equipment.
5. Install and configure appropriate software and functions according to specifications.
6. Verify and certify that computers and other equipment procured by the department meet the specifications required.
7. Set up a workstation with computers and necessary peripheral devices (Printers, Scanners, photocopy machines, etc.).
8. Allocating IT assets to each staff based on need and requirement.
9. Install, configure and maintain computer network connectivity and its equipment.
10. Assist Supervisors in monitoring and assessment of MIS.
11. Maintain proper documentation of non-functional and functional equipment of the CSCs under respective jurisdiction.
12. Evaluate and perform planning, testing, and implementation of software and hardware upgrades at Community Service Centers (CSC).
13. Knowledge sharing on Technical backstop of the operating system and hardware with the CSEs.
14. Remotely resolve basic issues (hardware and software) at the CSCs.
15. Reset passwords for the end-users whenever required (MIS).
16. Oversee installation, configuration, maintenance, and troubleshooting of end-user workstation hardware, software, security, and peripheral devices.
17. Ensure that office equipment is properly labeled with the asset coding generated from the system.
18. Ensure equipment received for the repair is promptly addressed and necessary action is taken to repair/replace.
19. Maintain IT repair logbook during the visit to the centers.



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20. Prepare and schedule a quarterly tour to the respective centers for maintenance of office equipment.
21. Respond to question/complain and resolve problems which may require knowledge and interpretation on the hardware and software within 1 week from the date of receipt of the complaint/need.
22. Management of the data file and the appropriate filing of the electronic and hard copies of the documents and reports;
23. Maintain and be custodian of all IT equipment of the assigned region.
 1. Prepare annual IT requisition in coordination with supervisors.
 2. Timely verification and delivery of required equipment.
 3. Disseminate and assist CSEs on any new/amendments on the workflow.
 4. Submission of relevant bills before the due date for making payments and avoiding penalties
 5. Check, verify, approve, update on the MIS notifications every day.
 6. Timely correspondences with Dzongkhag ICT, LGs and relevant officials to resolve services disruption.
 7. Coordinate among the CSEs in the region including distribution/collection of stationeries, equipment and other products to/from CSEs.
 8. Prepare and submit information and data as and when required by CSD.
 9. Timely analysis and recommendation on technical position of the department.
 10. Any other tasks assigned by Supervisor/Director.

Other responsibilities:

1. Perform any other work assigned time to time by the management team.
2. Promote image of the Bank by speaking appropriately, acting responsibly, showing courtesy and positive attitude to clients.
3. Contribute to enhancing customer satisfaction.
4. Carry out another task as and when instructed by the supervisor.
5. Observe code of conduct by maintaining confidentiality of information and punctuality at all times.
6. Declaration of Conflict of Interest wherever required.
7. Diligent use of office resources (Turning off the electrical appliances/equipment, close the water tap when not in use, etc.)
8. Maintaining proper and clean office decorum at all times.
9. Act as back up of other staff during their absence.

Qualification: Class X with 2 years of Certificate Course in Computer Hardware & Networking from a recognized institute with a minimum of 60% marks in National Certificate level II (NC2).



Community Financing Service Department: Thimphu

Entry Grade: 13

Basic Pay: Nu. 13,705(13,705-345-20,605)

HRA: 3,500/-

DOCUMENTS REQUIRED:

1. NCSIDBL application form,
2. Curriculum Vitae (CV)
3. Copies of:
 - a. Academic Transcripts and Certificates for Certificate Course in Computer Hardware and Networking, and Class 10.
 - b. Security Clearance Certificate;
 - c. Medical Fitness Certificate; and
 - d. Citizenship Identity Card.

Place of Posting: Eastern Region, Mongar

Shortlisting ratio: 5:1

Criteria: Merit Ranking

Terms of Reference (Cleaner)

Position title: Office Cleaner (Dry & Wet)

Department: Community Financing Service Department (CFSD), NSCIDBL

Reports to: Accounts Officer, CFSD, Thimphu.

POSITION SUMMARY: He/she shall be responsible for cleaning and maintaining hygiene of the entire office space at Thimphu.

ESSENTIAL FUNCTIONS:

1. Perform various cleaning functions such as dusting, sweeping, vacuuming, mopping of the entire office space and its facilities including wash rooms, stairs and corridors on a daily basis.
2. Dusting and cleaning all the office desks, chairs, windows and shelves.
3. Notify management in writing in case of any repairs required within the office space.
4. Prepare and serve tea/coffee to the Director's guests.
5. Maintain cleaning essentials like broom, mop sticks, buckets, sanitizers, washroom fresheners, toilet papers and cleaner items in stock.
6. Laundry office curtains and foot mats whenever required.
7. Watering plants on time.
8. Empty trash on time.



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9. Follow all health and safety protocols in office.
10. Any other tasks assigned by Supervisor/Director.

OTHER RESPONSIBILITIES:

1. Promote the image of the Bank by speaking appropriately, acting responsibly, showing courtesy and positive attitude to staff and clients.
2. Observe code of conduct by maintaining confidentiality of information and punctuality at all times.
3. Diligent use of office resources (turning off the electrical appliances/equipment, close the water tap when not in use, etc.)
4. Act as back up of other staff during their absence.

Qualification: Class VIII Passed

Entry Grade: GSP (General Support Personnel)

Basic Pay: Nu. 10,505 (10,505-210-13,655)

HRA: 3,500/-

DOCUMENTS REQUIRED:

1. NCSIDBL application form,
2. Copies of:
 - a. Academic Transcripts of class VIII.
 - b. Security Clearance Certificate;
 - c. Medical Fitness Certificate; and
 - d. Citizenship Identity Card.

Place of Posting: Thimphu

Shortlisting ratio: 5:1

Criteria: Merit Ranking