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Gerab Financials

Position Title	: ASSOCIATE ANALYST (IT & ADC)
POSITION LEVEL	: PS1
SLOT	: 1
EMPLOYMENT TYPE	: Contract
REPORTING	: Head, IT &ADC

TERMS OF REFERENCE

1. Background

Gerab Financials Limited (GFL) is a Deposit-Taking Microfinance Institution (DMFI) and a subsidiary of Gerab Nyed-Yon Limited. GFL has been established to promote financial inclusion by providing accessible, affordable, and reliable financial services to the underserved population. As a regulated financial institution under the Royal Monetary Authority of Bhutan, GFL offers major banking products such as savings and credit, together with other basic financial products and services.

2. Purpose of the Role

The Associate Analyst, IT & ADC is responsible for supporting the availability, reliability, security, and efficient operation of GFL's network infrastructure, IT systems, digital channels, and Core Banking System (CBS).

The incumbent will primarily focus on **network and infrastructure operations**, including network monitoring, connectivity, servers, security devices, communication systems, and IT infrastructure supporting banking operations. The role will also provide operational support for CBS and other digital banking applications.

The position serves as an important bridge between business users, the IT team, external service providers, and technology vendors. The incumbent will proactively monitor infrastructure and network performance, troubleshoot connectivity and system issues, manage user access, maintain IT assets and configurations, and ensure timely resolution of incidents.

Key Responsibilities

A. Network Monitoring & Infrastructure Support

- Monitor and maintain GFL's LAN, Wi-Fi, Internet, VPN, and other network infrastructure.
- Monitor network connectivity between offices, data centres, and external service providers.

- Configure, maintain, and troubleshoot routers, switches, firewalls, wireless access points, VPNs, and other network devices.
- Monitor network performance, bandwidth utilization, latency, packet loss, and connectivity issues.
- Identify and resolve network outages, connectivity problems, and performance degradation.
- Maintain proper network configuration, IP addressing, VLANs, routing, and network documentation.
- Support network expansion, upgrades, and implementation of new IT infrastructure.
- Assist in maintaining reliable Internet and communication connectivity for branches and critical banking operations.
- Monitor servers, storage, backup systems, and other supporting IT infrastructure.
- Ensure critical IT infrastructure is properly backed up and maintained in accordance with IT policies.
- Conduct routine health checks of network devices, servers, and other infrastructure.
- Maintain an updated inventory of network devices, servers, IT equipment, and related infrastructure.

B. Network & IT Security

- Assist in maintaining and monitoring firewalls, VPNs, endpoint security, access controls, and other security solutions.
- Monitor unusual network activity and report potential security incidents to the appropriate authority.
- Implement network access controls in accordance with IT policies and security requirements.
- Assist in securing wireless networks, remote access, and inter-branch connectivity.
- Ensure network devices and infrastructure are properly configured and securely maintained.

- Support vulnerability remediation, patching, and security hardening of network and infrastructure components.
- Maintain appropriate logs and records relating to network and security activities.
- Assist with IT security audits and provide required technical information and documentation.

C. System & Application Support

- Monitor the availability and performance of the **Core Banking System (CBS)** and associated applications.
- Support middleware, payment gateways, BIPs, BFS, SMS, Account Validation, and other integrated systems.
- Troubleshoot system and application connectivity issues in coordination with internal teams and vendors.
- Assist in identifying whether reported issues originate from the network, infrastructure, application, database, or user environment.
- Recreate user-reported technical problems to support diagnosis and resolution.
- Escalate unresolved application or infrastructure issues to vendors and follow up until closure.
- Support end users experiencing login, connectivity, application, or transaction-related issues.
- Assist with EOD, EOM, and EOY processing from an IT infrastructure and system-support perspective.

D. User Access & IT Administration

- Create and manage user accounts and access rights across relevant IT systems.
- Manage user access to network resources, VPNs, applications, and other IT services in accordance with IT Policy.
- Assist with password resets, account activation/deactivation, and access-related issues.
- Ensure user access is provided based on approved authorization and the principle of least privilege.

- Maintain proper records of user accounts, access rights, and changes made.
- Support onboarding and offboarding of employees from an IT infrastructure perspective.

E. IT Infrastructure & Asset Management

- Maintain and monitor desktops, laptops, printers, network devices, servers, UPS systems, and other IT equipment.
- Diagnose and resolve hardware, software, operating system, and peripheral-related issues.
- Coordinate installation, configuration, maintenance, and replacement of IT equipment.
- Maintain accurate records of IT assets, warranties, licenses, and configurations.
- Ensure critical IT equipment is maintained and available for business operations.
- Assist in planning IT infrastructure requirements for new branches, offices, and business units.

F. Incident Management & Technical Support

- Provide first- and second-level technical support for network, infrastructure, hardware, software, and connectivity-related incidents.
- Receive, record, prioritize, troubleshoot, and resolve IT incidents reported by users and departments.
- Maintain an incident and service-request log and ensure timely follow-up.
- Identify recurring incidents and recommend appropriate corrective actions.
- Escalate complex network, infrastructure, security, or application issues to senior IT personnel or external vendors.
- Provide technical support during system upgrades, maintenance activities, and infrastructure changes.
- Minimize downtime of critical IT services and ensure timely restoration of services.

G. Vendor & Service Provider Coordination

- Coordinate with Internet Service Providers (ISPs), network service providers, hardware vendors, software vendors, and other technology partners.
- Monitor the performance and availability of outsourced IT and network services.
- Assist in troubleshooting connectivity and service issues with ISPs and technology vendors.
- Follow up on service tickets, incidents, maintenance activities, and equipment repairs.
- Assist in testing and validating solutions provided by vendors.
- Maintain records of vendor contacts, service agreements, configurations, and technical documentation.

H. Reporting & Documentation

- Prepare weekly, monthly, and quarterly IT and network performance reports for Management and HODs.
- Prepare reports on network availability, outages, incidents, bandwidth utilization, infrastructure health, and security events.
- Maintain up-to-date network diagrams, IP address records, device configurations, and infrastructure documentation.
- Maintain documentation of network topology, connectivity, firewall rules, VPN connections, and critical IT infrastructure.
- Prepare technical reports and data extracts for auditors, regulators, Management, and other authorized stakeholders.
- Maintain records of system changes, network changes, incidents, maintenance activities, and resolutions.

I. Business Continuity & Disaster Recovery

- Assist in maintaining IT infrastructure supporting the organization's Business Continuity and Disaster Recovery (BC/DR) arrangements.

- Support regular testing of backup, restoration, network redundancy, and disaster recovery procedures.
- Monitor backup completion and report failures or exceptions.
- Assist in ensuring critical IT and network services have appropriate redundancy and recovery arrangements.
- Participate in disaster recovery drills and document the results and identified gaps.

J. General & Administrative Duties

- Maintain a clear understanding of GFL's IT infrastructure, network architecture, systems, applications, and digital channels.
- Develop a working understanding of the Bank's overall business and operational processes.
- Keep relevant departments and vendors informed of changes to IT infrastructure, network configurations, and assigned systems.
- Ensure all IT activities comply with internal policies, procedures, and applicable regulatory requirements.
- Maintain confidentiality and integrity of organizational information and IT resources.
- Perform any other IT, networking, infrastructure, or technology-related duties assigned by the supervisor or Management.

K. Qualification and Experience

- Bachelor's Degree in Computer Application, Information Technology, Technology in Information Technology, Science in Information Technology, Computer Science, Computer Engineering, Network Engineering, or related IT field.
- Minimum of 60% in Bachelor's Degree and 60% (English + Best Four Subjects) in Class XII and X.
- Relevant professional certifications in networking, cybersecurity, systems administration, or cloud technologies will be an added advantage.

- Relevant experience in network administration, IT infrastructure, systems administration, technical support, or financial-sector IT operations will be an added advantage.
- Candidates with relevant experience may be given consideration for salary negotiation based on their experience.

L. Competency and Skills Requirement

- Good understanding of **computer networking and IT infrastructure**.
- Working knowledge of TCP/IP, DNS, DHCP, VLANs, routing, switching, VPN, Wi-Fi, and network troubleshooting.
- Basic understanding of firewalls, network security, endpoint security, and access control.
- Knowledge of Windows/Linux servers and common IT infrastructure technologies.
- Ability to troubleshoot hardware, software, network, and connectivity issues systematically.
- Good analytical and problem-solving skills.
- Ability to monitor network and system performance and identify potential issues.
- Good understanding of IT service management and incident management practices.
- Ability to document technical configurations, incidents, and resolutions accurately.
- Good communication and interpersonal skills.
- High level of integrity, accountability, and professionalism.
- Ability to work effectively as part of a team.
- Good time-management and organizational skills.
- Ability to work under pressure and respond to critical IT incidents when required.

M. Employment Type and Tenure

The selected candidate for the post shall be recruited on a contract term of three (3) years, subject to renewal based on individual performance.

N. Salary and Other benefits

As per the Internal Service Rule and negotiable as based on experience.

O. Mandatory Documents Requirement (required to submit on or in announced deadline).

- GFL Job application Form.
- Curriculum Vitae (CV) indicating clearly the details of applicant.
- Academic Transcripts of Bachelor's Degree, Class XII & X and any other relevant documents.
- Valid Citizenship Identity card copy.
- Valid Security Clearance.
- Valid Medical Certificate.
- Valid Audit Clearance, if employed.
- Credit Information Bureau (CIB) report, if employed
- No Objection Letter, if employed needs to produce upon selection.

P. Deadline for Submission of Documents

- The last date to submit the documents is 12th Oct, 2026.

The interested applicants can submit the documents to email ID sherab.dema@gfl.bt

For further clarification, please visit our website www.gfl.bt or can contact us at +975 77444637/02-351346