



Institute for Development & Research in Banking Technology

(Established by Reserve Bank of India)

Advertisement No: 22 /2024 – 25

Date: Feb 24, 2025

Recruitment for Customer Support Executive

IDRBT - The Institute (<https://www.idrbt.ac.in/about-idrbt/>):

The Institute for Development and Research in Banking Technology (IDRBT), established by the Reserve Bank of India, is a premier Institute for adoption and absorption of Banking Technology. The Institute spearheads efforts in providing state-of-the-art Digital Public Infrastructure and Product Development for public good through applied Research, Executive Education, Consultancy, etc. so as to continuously enable the technology transformation. Please see the genesis and journey on link above.

As a “Focused Drive”, Talented Women, who want to resume their career, after a break for family growth and sustenance, will be given due weightage.

Position: Customer Support Executive

We are looking for enthusiastic freshers with strong communication skills in English and Hindi to join our Level 1 Support team. The primary responsibilities include handling customer queries, assisting banks with system navigation, logging tickets, and escalating issues when needed.

- i. **Job Location** : Hyderabad
- ii. **Compensation:**
 - Annual CTC, will be negotiable based on the skills, experience, orientation and broader outlook.
 - Working at IDRBT offers the added benefit of networking with Industry Experts in the fields of Banking and Finance, FinTech, OEMs, Service Providers, and also participation in various forums, educational programs, and research activities.
 - Other benefits will be provided as per the Rule of Institute.

iii. **Term of the Employment:**

Appointment will be on full-time contract basis initially for a period of three years, extendable further. The performance of the contract appointees would decide the continuance of the Contract. The contract will be terminable with a notice period of one month from either side after initial three months of probation period.

iv. Eligibility:

(a) Educational Background:

- BBM, BBA, MBA, or any other non-technical background preferred.
- Strong English and Hindi communication skills are mandatory.

(b) Experience

- 0-2 years of experience (Freshers are welcome).
- Prior experience in customer service, BPO, or banking operations is a plus.

(c) Required Skills / Responsibilities

Customer Support & Query Handling:

- Act as the first point of contact for banks and financial institutions.
- Respond to queries related to system navigation, KYC validation, payment status, and transaction receipts.
- Assist banks in troubleshooting basic system issues and escalate where necessary.

Communication & Coordination

- Communicate updates, scheduled maintenance, and announcements to banks.
- Coordinate internally with Level 1 Leads and Level 2 Support teams for issue resolution.
- Maintain a professional and polite communication approach with all stakeholders.

Ticketing & Documentation

- Log issues in the ticketing system (Jira, ServiceNow, or other) and escalate accordingly.
- Maintain accurate records of customer interactions, issues, and resolutions.
- Follow established SOPs (Standard Operating Procedures) for handling banking support queries.

Rules and Regulations

1. All the above positions are on Contract basis.
2. There is no absorption, regularization, or permanency in the Institute for employment through this web notice. For regular appointment a separate

Advertisement/web notice will be published

3. The preliminary assessment for candidature and suitability will be on the strength of the information submitted in the Application.
4. In case of any inadvertent mistake in the process of selection which may be detected at any stage even after the issue of Appointment letter, the Institute reserves the right to modify / withdraw / cancel any communication made to the candidates.
5. In all matters regarding the appointment process, the decision of the Institute shall be final.
6. Selected candidates will enter into an Employment Agreement containing inter-alia Code of Conduct and Non-Disclosure Agreement.
7. Candidates fulfilling the eligibility criteria would be called for participation in the selection process.
8. Interested candidates may forward their filled in prescribed applications along with CV, photograph and Covering Letter highlighting how they will fit for the advertised position to “The HR Department, IDRBT, Castle Hills, Road No.1, Masab Tank, Hyderabad – 57” by e-mail to careers@idrbt.ac.in with the subject line as “Application for the Position of Customer Support Executive”.
