Institute for Development & Research in Banking Technology

(Established by Reserve Bank of India)

Advertisement No: 23 /2024 – 25	Date: Feb 24, 2025

Recruitment for Lead 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: Lead Support Executive

We are hiring experienced banking professionals to lead our Level 1 Support Team. The Level 1 Support Lead will supervise freshers, handle complex banking-related queries, and ensure proper escalations to Level 2 support. This role requires a strong understanding of banking processes, compliance, and customer service.

  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:

- Bachelors or Master's degree in Business Administration, Finance, or a related field.
- Strong English and Hindi communication skills.

(b) Experience

- 3-5 years of experience in banking operations, financial customer support, or banking BPO.
- Experience in leading teams and mentoring freshers in a customer support or banking environment.
- Prior experience in handling banking queries related to transactions, KYC, compliance, and regulatory reporting.
- Familiarity with ticketing systems (Jira, ServiceNow), CRM tools, and customer interaction handling.
- Experience in preparing reports, monitoring SLAs, and improving service efficiency.
- Ability to coordinate between multiple teams, including banks, technical teams, and management.

(c) Required Skills / Responsibilities

Team Management & Supervision:

- Guide, train, and mentor Level 1 Support Executives in handling banking-related queries.
- Monitor support interactions and ensure quality service delivery.

Customer & Issue Management

- Act as a higher escalation point for complex banking queries from Level 1.
- Assist banks in queries related to KYC, payments, PAN, Aadhaar verification, and compliance documents.
- Ensure accurate logging, categorization, and resolution of tickets in the ticketing system.

Communication & Coordination

- Liaise with banks, internal teams, and regulatory bodies for issue resolution.
- Provide clear and structured communication on issue resolution and updates.

Reporting & Documentation

- Generate and share daily, weekly, and monthly status reports on issue trends, resolution rates, and SLA adherence.

- Document process improvements and common issues to enhance operational efficiency.

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 Lead Support Executive".

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