



Institute for Development & Research in Banking Technology

(Established by Reserve Bank of India)

Advertisement No: 21 / 2024 – 25

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Recruitment for 'IT - Operations Manager'

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: IT - Operations Manager

We are seeking an Operations Manager to lead our Level 1 (customer support) and Level 2 (technical support) teams for our project. This role involves managing service operations, ensuring regulatory compliance, and coordinating between banks, regulatory bodies, and internal teams. The Operations Manager should have banking operations knowledge with some exposure to IT workflows.

- 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 IT Service Management.
- Certifications in ITIL, Service Management, or Banking Operations are a plus.

(b) Experience

- 7+ years of experience in banking operations, financial services, or IT service management in a banking domain.
- Proven track record in managing Level 1 and Level 2 support teams in banking or fintech projects.
- Strong experience in stakeholder coordination with banks, regulatory bodies, financial institutions, and senior management.
- Familiarity with regulatory compliance requirements (KYC, AML, transaction monitoring, RBI/Federal regulations, etc.).
- Experience in service operations, SLA/KPI monitoring, and process improvement initiatives.
- Ability to analyze reports, track issue trends, and drive operational efficiency.
- Hands-on experience in escalation handling, risk management, and ITIL-based service management.

(c) Required Skills / Responsibilities

Service Operations & Team Management:

- Lead and oversee Level 1 (customer support) and Level 2 (technical support) teams.
- Ensure SLAs (Service Level Agreements) and KPIs are met for issue resolution.
- Conduct regular team meetings, training, and mentoring sessions to improve efficiency.

Banking & Regulatory Compliance

- Oversee banking transactions, security policies, KYC validation, regulatory compliance, and service standards.

- Ensure adherence to banking compliance policies and report discrepancies.
- Work closely with compliance and legal teams for audits and regulatory requirements.

Stakeholder Coordination & Communication

- Act as the primary contact for banks, regulatory bodies, financial institutions, and internal teams.
- Attend and represent the organization in banking sector meetings and regulatory discussions.
- Handle escalations from banking clients, coordinate with Level 2 support, and ensure smooth resolution.
- Maintain regular communication with senior management regarding operational performance and challenges.

Status Reporting & Continuous Improvement

- Generate and present weekly, monthly, and quarterly reports on service performance, SLA compliance, and customer feedback.
- Identify recurring issues and suggest process improvements to optimize service delivery.
- Work with technical teams to understand new features, system updates, and upcoming changes.

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 IT Operations Manager”.
