

Information Technology Department

Role Description	
Job Purpose	
<ul style="list-style-type: none"> To lead and manage the IT department to provide, operate, and maintain computing and telecommunication facilities, equipment, and services that meet the needs of the administrative and operational activities of various departments with a focus on development, implementation, and use of technology throughout the organization according to users. 	

Primary Responsibilities	
Strategic Business Initiatives	<ol style="list-style-type: none"> 1. Prepare Short, medium and long term and strategy for RICB in order towards organizational level process efficiencies and productivity.
Financial Management	<ol style="list-style-type: none"> 1. Lead the development, recommendation, and administration of the department budget for the purpose of ensuring that services are delivered in conformance with objectives and within budget parameters. 2. Act as first line of defense for RICB's Risk Governance Model. 3. Ensure effective implementation of the Risk Management Framework for the Department including reporting and escalation of relevant information to responsible executives or the Management Committee. 4. Manage the risk consistently and integrating with Risk Management Framework (RMF).
Customer Management	<ol style="list-style-type: none"> 1. Review the needs and requirements of various units and line of business, ensure that appropriate IT projects are developed to address those needs. 2. Review Information Technology complaint and ensure that timely resolution of complaints have been provided to respective departments.



	<p>3. Ensure uninterrupted Information Technology & Communications service to all internal departments/divisions/units.</p>
<p>Operations Management</p>	<ol style="list-style-type: none"> 1. Develop, review and execute IT policies, procedures and guidelines in line with IT Security Standards and best practice. 2. Oversee the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, telephones, software applications, and peripherals. 3. Ensure optimum uptime for Networks, Servers, Databases, Voice Telephony, mailing system, ERP, Data Security and other enterprise applications. 4. Provide expertise and support during systems upgrades, installations, conversions and file maintenance. 5. Contribute to the ongoing development of IT infrastructure such that they develop in line with organizational, technical and commercial requirements. 6. Ensure the creation and maintenance of all written documents, including system and user manuals, license agreements, and documentation of modifications and upgrades. 7. Develop and implement all standard IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision. 8. Formulate frameworks and parameters for outsourcing and manage IT vendors engaged for various services and equipment. 9. Ensure users access to the RICB network, network accounts, Email accounts, Modem pool accounts, Web site access accounts, Remote access accounts etc. 10. Periodically monitor and review IT program components and reports for the purpose of delivering services which



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	<p>conform to established guidelines.</p> <ol style="list-style-type: none"> 11. Ensure compliance with the IT policies of the organization. 12. Lead the change management process after implementation of new IT systems and modern technologies for smooth handover. 13. Provide leadership guidance for any IT modifications and new application developments for the growth of the organization. 14. Any other responsibility assigned by the CEO
<p>People Management</p>	<ol style="list-style-type: none"> 1. Lead the overall capacity building for the IT team and groom high-potential subordinates for better customer service, product innovation and honesty & integrity. 2. Drive performance-driven culture in the IT department by timely monitoring, review of performance parameters and feedback to the team members. 3. Ensure timely support to the human resources department for the recruitment of quality incumbents into positions of senior/middle management in the department.



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