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State Bank of India

Central Recruitment & Promotion Department
Corporate Centre, Mumbai
Phone: 022-22820427; Fax: 022-22820411; E-mail: crpd@sbi.co.in

RECRUITMENT OF SPECIALIST CADRE OFFICERS ON REGULAR BASIS

ADVERTISEMENT NO: CRPD/SCO/2022-23/08

ONLINE REGISTRATION OF APPLICATION & PAYMENT OF FEES: FROM 21.05.2022 TO 12.06.2022

State Bank of India invites Online application from Indian citizen for appointment to the following posts.
Candidates are requested to apply online through the link given on Bank's website https://bank.sbi/web/careers or https://www.sbi.co.in/web/careers

1. The process of Registration is complete only when fee is deposited with the Bank through online mode on or before the last date for payment of fee.
2. **Before applying, candidates are requested to ensure that they fulfil the eligibility criteria for the post as on the date of eligibility.**
3. **Candidates are required to upload all required documents (brief resume, ID proof, proof of age, education, experience etc.) failing which their candidature will not be considered for shortlisting / interview.**
4. Short listing will be provisional without verification of documents. Candidature will be subject to verification of all details / documents with the original when a candidate reports for interview (if called).
5. **In case a candidate is called for interview and is found not satisfying the eligibility criteria (Proof Age, Educational Qualification and Experience etc.) he / she will neither be allowed to appear for the interview nor be entitled for reimbursement of any travelling expenses.**
6. Candidates are advised to check Bank's website https://bank.sbi/web/careers or https://www.sbi.co.in/web/careers regularly for details and updates (including the list of shortlisted / qualified candidates). The Call letter / advice, where required, will be sent by e-mail only (**No hard copy will be sent**).
7. In case more than one candidate scores same marks as cut-off marks in the final merit list (common marks at cut-off point), such candidates will be ranked in the merit according to their age in descending order.
8. HARD COPY OF APPLICATION & OTHER DOCUMENTS ARE **NOT TO BE SENT TO THIS OFFICE.**
9. **All revision / corrigenda (if any) will be hosted only on the Bank's abovementioned websites.**

A. DETAILS OF POST / GRADE SCALE / VACANCY / AGE / SELECTION PROCESS / PLACE OF POSTING:

Sr No	Name of the Post$	Grade Scale	Vacancy							Maximum Age (in Years) As on 01.04.2022	Selection Process	Place of Posting*
			UR	EWS	OBC	SC	ST	Total	PWD LD (OL)			
1	AGM (IT- Tech Operations)	SMGS-V	1	--	--	--	--	1	1	45	Shortlisting and Interview	Navi Mumbai/ Bengaluru/ Vadodara
2	AGM (IT-Inbound Engineer)	SMGS-V	1	--	--	--	--	1	1	45		
3	AGM (IT-Outbound Engineer)	SMGS-V	1	--	--	--	--	1	1	45		
4	AGM (IT Security Expert)	SMGS-V	1	--	--	--	--	1	1	45		
5	Manager (IT Security Expert)	MMGS-III	2	--	--	--	--	2	1	38		
6	Deputy Manager (Network Engineer)	MMGS-II	6	1	2	1	--	10	1	35		
7	Deputy Manager (Site Engineer Command Centre)	MMGS-II	6	1	2	1	--	10	1	35		
8	Deputy Manager (Statistician)	MMGS-II	5	--	1	--	--	6	1	35		

$ Candidates can apply only for one post. * Place of posting is indicative Bank reserves the right to post the officers anywhere in India as per requirement.

ABBREVIATIONS: Category: UR- Unreserved, SC - Scheduled Caste, ST - Scheduled Tribe, OBC - Other Backward Classes, EWS- Economically Weaker Section, PWD - Person with Disabilities, LD – Locomotive Disability, OL – One Leg Affected, MMGS-II: - Middle Management Grade Scale-II, MMGS-III: - Middle Management Grade Scale-III & SMGS-V: - Senior Management Grade Scale-V.

NOTE:

1. The number of vacancies including reserved vacancies mentioned above are provisional and may vary according to the actual requirement of the Bank.
2. Maximum age indicated is for the Unreserved and EWS category. Relaxation in upper age limit will be available to SC/OBC (Non -Creamy Layer candidate)/PWD as per Govt. of India guidelines.
3. Caste certificate issued by Competent Authority on format prescribed by Govt. of India will have to be submitted by the SC/OBC (Non-Creamy layer) & PWD candidates.
4. A declaration will have to be submitted in the prescribed format by candidates seeking reservation under OBC category stating that he / she does not belong to the "Creamy layer" as on the date of registration. OBC certificate containing the "non-Creamy layer" clause, issued during the period from 01.04.2022 to the date of interview should be submitted by such candidate, if called for interview.
5. Candidate belonging to OBC category but coming in the "Creamy layer" are not entitled to OBC reservation and age relaxation. They should indicate their category as "General".
6. Reservation to Economically Weaker Section (EWS) in recruitment is governed by Office Memorandum no. 36039/1/2019-Estt (Res) dated 31.01.2019 of Department of Personnel & Training, Ministry of Personnel, Public Grievance & Pensions, Government of India. Disclaimer: "EWS vacancies are tentative and subject to further directives of Government of India and outcome of any litigation. The appointment is provisional and is subject to the Income & Asset certificate being verified through the proper channel."
7. Benefit of reservation under EWS category can be availed upon production of an "Income & Asset Certificate" issued by a Competent Authority on the format prescribed by Government of India for relevant financial year as per the extant DoPT guidelines.
8. The EWS candidates should note that in case they are not in possession of "Income & Assets Certificate" for the relevant financial year as per the DoPT guidelines on or before the closure of online application date, such candidates should apply under "UR"- Unreserved Category only.
9. Reservation for Person with Disability (PWD) is horizontal within the overall vacancies for the post.
10. PWD candidate should produce a certificate issued by a competent authority as per the Govt of India guidelines.
11. In cases where experience in a specific field is required, the relevant experience certificate from employer must contain specifically that the candidate has experience in that specific field as required.
12. Candidate belonging to reserved category for whom no reservation has been mentioned, are free to apply for vacancies announced for unreserved category, **provided they fulfil all the eligibility criteria applicable to unreserved category**.
13. In case where the certificate of Degree / Post Graduation / Professional Qualification / Diploma does not specify the field of specialization, the candidate will have to produce a certificate from the concerned university / institute / college specifically mentioning the specialization.

B. DETAILS OF EDUCATIONAL QUALIFICATION/ EXPERIENCE/SPECIFIC SKILLS:

Post Name	Qualifications		Experience (as on 01.04.2022)		Specific Skills Required
	Basic Qualifications	Preferred Certifications as on 01.04.2022	Essential Experience	Preferred Experience	
AGM (IT- Tech Operations)	BE/ BTech in (Computer Science/ Computer Science & Engineering/ Information Technology/ Software Engineering/ Electronics & Communications Engineering) or equivalent degree in relevant discipline from recognized University/Institute with 60% marks (equivalent CGPA Score)	• ITIL / IT Operations Certifications/ITSM Certifications • CCMP/ Change Management Certifications • BCP/ BCM Certifications • Contact Centre Platform OEM Certifications, CRM Platform Certifications • IT Infra / Networking Certifications.	Minimum **14 years** of post-basic qualification experience in IT industry/ business, out of which at least recent **5 years'** experience in a Contact Centre or a complex multi-site 24X7 IT environment in handling a mix of internal/ vendor/ OEM and partner resources, building and leading high-performing agile teams, focusing on planning, development strategies /initiatives. **(Training & Teaching experience will not be counted for the eligibility).**	**Experience in working & managing:** • Inbound /Outbound/ Omnichannel Contact Centre environments. • Platforms like Avaya /Cisco / Genesys/ CRM / Collections/ Sales • IT operational support, industry grade ITSM tools or MACD • Change Management in multi-instance environments like Production, Development and UAT • Command Centre and Business Continuity Management for multi-site large-scale real-time operations. • Managing complex IT Systems integrated environments using real time API/Other connectivity methodologies.	Excellent knowledge of IT Security, Networking, WAN/LAN and other IT Infra related environments. Good Team Management and co- ordination skills.

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	Qualifications		Experience (as on 01.04.2022)		Specific Skills Required
	Basic Qualifications	**Preferred Certifications as on 01.04.2022**	**Essential Experience**	**Preferred Experience**	
AGM (IT-Inbound Engineer)	BE/ BTech in (Computer Science/ Computer Science & Engineering/ Information Technology/ Software Engineering/ Electronics & Communications Engineering) or equivalent degree in relevant discipline from recognized University/Institute with 60% marks (equivalent CGPA Score)	• PMP / Other Similar Project Management • Contact Centre Platform OEM Certifications, CRM Platform Certifications • Adjunct Entities Certifications e.g. For IVRs, WFMs, Call Recording, Speech Analytics Systems • IT Infra/Networking Certifications • Quality Certifications (Six Sigma, etc.)	Minimum **14 years** of post-basic qualification experience in IT industry/ business, out of which at least recent **5 years** in a Contact Centre or a complex multi-site 24X7 IT environment handling a mix of inbound CC Tech related internal/ vendor/ OEM and partner resources, building and leading high-performing agile teams, focussing on planning, development strategies /initiatives. ***(Training & Teaching experience will not be counted for the eligibility).***	**Experience in working & Knowledge of:** • CC Telephony and related communications technologies for Omni Channel Contact Centre Technologies like IVRs, ACDs, Chat/Messaging Platforms, Video, Email, Call/Channel Blending, WFM tools, etc. • Call and Screen Recording Solutions provided by OEMs like Avaya /Cisco / Genesys / Nice / Verint etc. • Service Provider Telephony Integrations and connectivity using PSTN / VoIP / SIP / PRI /TDM based protocols. • Contact Centre Reporting and Analytics tools including WFM Platforms. • Management and execution of IVR based Customer Journey optimizations along with OEM/Partner resources, based on Dynamic Business requirements. • Inbound CC Tech New Age Technologies e.g. - Speech Analytics (Real Time/Offline), Virtual Agents, Chat Bots in Indian Languages • Managing complex IT Systems integrated environments using real time API/Other connectivity methodologies for CC Tech Platforms integrations with Bank Host/Other Backend System Integrations. • WAN/LAN and other IT Infra related environments	• Excellent knowledge of IT Security, Networking, WAN/ LAN and other IT Infra related environments. • Good Team Management and co- ordination skills. • Good networking skills represented by their Affiliations/ Industry Connects with various forums such as National and International Contact Centre Tech Forums, platform providers, Indian Telcos, SI's and IT Services/Hosting Services Providers.
AGM (IT-Outbound Engineer)	BE/ BTech in (Computer Science/ Computer Science & Engineering/ Information Technology/ Software Engineering/ Electronics & Communications Engineering) or equivalent degree in relevant discipline from recognized University/Institute with 60% marks (equivalent CGPA Score)	• PMP / Other Similar Project Management • Contact Centre Platform OEM Certifications, CRM Platform Certifications • Adjunct Entities Certifications e.g. For IVRs, WFMs, Call Recording, Speech Analytics Systems • IT Infra/Networking Certifications • Quality Certifications (Six Sigma, etc.)	Minimum **14 years** of post-basic qualification experience in IT industry/ business, out of which at least recent **5 years** in a Contact Centre or a complex multi-site 24X7 IT environment handling a mix of **outbound** CC Tech related internal/ vendor/ OEM and partner resources, building and leading high-performing agile teams, focussing on planning, development strategies /initiatives. ***(Training & Teaching experience will not be counted for the eligibility).***	**Experience in working & Knowledge of:** • CC Telephony and related communications technologies for Outbound Omni Channel Contact Centre Technologies like Auto Dialers with multiple modes (Predictive/ Progressive/ Preview/ Manual), OVRs, SMS, Chat/ Instant Messaging Platforms, Video, Call/ Channel Blending, WFM tools. • Call and Screen Recording Solutions provided by OEMs like Avaya, Genesys, Cisco, Nice, Verint etc. and Mid-Tier Hosted Platform providers like Ameyo, CZentrix, Exotel etc. • TRAI/ DOT regulation guidelines. • Service Provider Telephony Integrations and connectivity using PSTN / VoIP / SIP / PRI /TDM based protocols and Outbound CLI rotation methodologies. • Outbound Contact Centre Download/Upload processing, Call/Agent/Campaign Reporting and Analytics tools including List Management Tools, Pre-processing Strategy Tools and WFM Platforms for Lage Outbound Contact Centers. • Interaction/exposure with Dialer Ops Mgmt. Teams, Dialer Analysts and Outbound Business Strategy Teams. • Outbound CC Tech New Age Technologies e.g. - Speech Analytics (Real Time/ Offline), Virtual Agents, Chat Bots in Indian Languages. • Information Security and related implications and requirements for Outbound Contact Centre Technology Setup. • Managing complex IT Systems integrated environments using real time API/ Other connectivity methodologies for Outbound CC Tech Platforms integrations with Bank Host/ Other Backend System Integrations. • WAN/LAN and other IT Infra related environments	• Excellent knowledge of IT Security, Networking, WAN/ LAN and other IT Infra related environments. • Good Team Management and co-ordination skills. • Good networking skills represented by their Affiliations/ Industry Connects with various forums such as National and International Contact Centre Tech Forums, platform providers, Indian Telcos, SI's and IT Services/Hosting Services Providers.

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	Qualifications		Experience (as on 01.04.2022)		Specific Skills Required
	Basic Qualifications	**Preferred Certifications as on 01.04.2022**	**Essential Experience**	**Preferred Experience and knowledge of:**	
AGM (IT Security Expert)	BE/ BTech in (Computer Science/ Computer Science & Engineering/ Information Technology/ Software Engineering/ Electronics & Communications Engineering) or equivalent degree in relevant discipline from recognized University/Institute with 60% marks (equivalent CGPA Score) **Any one of the certifications mentioned below is compulsory (as on 01.04.2022):** • Cisco CCNA Security • JNCIA-SEC • JNCIS-SEC • Check Point Certified Security Administrator (CCSA) R80.x • Palo Alto Networks Certified Cybersecurity Associate (PCCSA) • Certified McAfee Security Specialist • Fortinet NSE 1 • Fortinet NSE 2 • Fortinet NSE 3	CISA, CISSP, CISM, CEH, CHFI, CSX	Minimum **14 years** of post-basic qualification experience in IT industry/ business, out of which at least recent **5 years** in any one of the following: a) Level-3 resource in an organization in the business of providing Network Services ***OR*** b) As TAC resource of an OEM (in the field of network security devices such as firewall, IPS etc.) ***OR*** c) Experience in managing network security for any organization in BFSI sector ***(Training & Teaching experience will not be counted for the eligibility).***	------	• Should have expert level knowledge of IT Security, networking. • Sound analytical and troubleshooting skills. • Good Team Management and co-ordination skills. • Fluent in at least Hindi and English languages.
Manager (IT Security Expert)	BE/ BTech in (Computer Science/ Computer Science & Engineering/ Information Technology/ Software Engineering/ Electronics & Communications Engineering) or equivalent degree in relevant discipline from recognized University/Institute with 60% marks (equivalent CGPA Score) **Any one of the certifications mentioned below is compulsory (as on 01.04.2022):** • Cisco CCNA Security • JNCIA-SEC • JNCIS-SEC • Check Point Certified Security Administrator (CCSA) R80.x • Palo Alto Networks Certified Cybersecurity Associate (PCCSA) • Certified McAfee Security Specialist • Fortinet NSE 1 • Fortinet NSE 2 • Fortinet NSE 3	CISA, CISSP, CISM, CEH, CHFI, CSX	Minimum **8 years** of post-basic qualification experience in IT industry/ business, out of which at least recent **5 years** in any one of the following: a) Level-3 resource in an organization in the business of providing Network Services ***OR*** b) As TAC resource of an OEM (in the field of network security devices such as firewall, IPS etc.) ***OR*** **c)** Experience in managing network security for any organization in BFSI sector ***(Training & Teaching experience will not be counted for the eligibility).***	------	• Should have expert level knowledge of IT Security, routing and switching protocol and networking devices. • Sound analytical and troubleshooting skills • Good Team Management and co-ordination skills • Fluent in at least Hindi and English languages.
Deputy Manager (Network Engineer)	BE/ BTech in (Computer Science/ Computer Science & Engineering/ Information Technology/ Software Engineering/ Electronics & Communications Engineering) or equivalent degree in relevant discipline from recognized University/Institute with 60% marks (equivalent CGPA Score) **Any one of the certifications mentioned below is compulsory (as on 01.04.2022):** • Cisco CCNA Security • JNCIA-SEC • JNCIS-SEC • Check Point Certified Security Administrator (CCSA) R80.x • Palo Alto Networks Certified Cybersecurity Associate (PCCSA) • Certified McAfee Security Specialist • Fortinet NSE 1 • Fortinet NSE 2 • Fortinet NSE 3	CISA, CISSP, CISM, CEH, CHFI, CSX	Minimum **5 years** in any one of the following: a) Level-2 resource in an organization in the business of providing Network Services. ***OR*** b) As TAC resource of an OEM (in the field of network security devices such as firewall, IPS etc.) ***OR*** c) Experience in managing network security for any organization in BFSI sector ***(Training & Teaching experience will not be counted for the eligibility).***	------	• Should have expert level knowledge of IT Security, routing and switching protocol and networking devices. • Sound analytical and troubleshooting skills • Good Team Management and co- ordination skills
Deputy Manager (Site Engineer Command Centre)	BE/ BTech in (Computer Science/ Computer Science & Engineering/ Information Technology/ Software Engineering/ Electronics & Communications Engineering) or equivalent degree in relevant discipline from recognized University/Institute with 60% marks (equivalent CGPA Score)	**Preferred Certification:** • Tech Stack Monitoring Tools Certifications and BCP/BCM Certifications. • Contact Centre Platform OEM Certifications, CRM Platform Certifications. • IT Infra/Networking Certifications.	Minimum **5 years** of post-basic qualification experience in IT industry/ business, out of which at least recent **3** years in a Contact Centre or a complex multi-site 24X7 IT environment for IT Operations Management providing ongoing support, issue resolution & downtime management. ***(Training & Teaching experience will not be counted for the eligibility).***	WAN/LAN and other IT Infra related environments Managing complex IT Systems integrated environments using real time API/Other connectivity methodologies. Managing IT operational support for complex multi-site 24X7 IT environments using a mix of internal/vendor/OEM and partner resources. Industry grade ITSM and Tech Stack Monitoring tools in large IT Operations environment. Managing real time multi-issue calls for resolution Working with multiple resolution groups onsite and remotely. Relevant experience on usage of Real Time Collaboration tools for issue resolution	• Should have knowledge of IT Security, routing and switching protocol and networking devices. • Sound analytical and troubleshooting skills • Good Team Management and co- ordination skills
Deputy Manager (Statistician)	Full time Degree in Statistics / Applied Statistics/ Econometrics from recognized university/ Institute with minimum 60% marks in aggregate (equivalent CGPA Score). The Institute should be recognized/ approved by Govt., Govt. Bodies/AICTE) ***Course completed through correspondence/ part-time are not eligible.***	Candidates having Post Graduate Degree in same field (Statistics) will be **preferred**	Minimum **5 years** post qualification experience as a Statistician/ Executive in Supervisory/ Management Role in: i. Scheduled Commercial Bank/ Associate or subsidiaries of a Scheduled Commercial Bank or Major Private Sector Bank ***OR*** ii. In a Public Sector or Listed Financial Institution/ Company ***(Training & Teaching experience will not be counted for the eligibility).***	Candidates having experience in data validation, analysis and reporting to Top Management will be preferred.	Good Analytical Skills

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C. JOB PROFILE AND KRAS:

Post Name	Job Profile in Brief (Detail description of Role, Responsibilities and Functions)	KRAs in Brief
AGM (IT-Tech Operations)	Overall responsible for the 24X7 IT Service & Operations Management of the Omnichannel Contact Centre Technologies, the Ongoing Operational Support, Downtime Management and the mission critical CC Technologies used/ deployed at designated Bank/ partner/ provider locations.	• Overall Management of the 24X7 IT Operations of the Omnichannel Contact Centre (CC) Technologies used. • Performance monitoring - Operations, Application and Infrastructure • Planning and execution for the overall Moves /Changes in the Omnichannel CC Tech stack to provide the desired platform flexibility and uptime required. • Oversee Business Continuity Management for the CC Tech and related infrastructure • Manage multi-site CC Tech ops with the distributed internal /vendor partner/OEM teams for the overall management of the CC Tech stack • Manage the overall desired Business uptime SLAs
AGM (IT-Inbound Engineer)	This position shall be overall responsible for the Omnichannel Inbound Contact Centre Technologies deployed for the Bank, setting up new projects, providing strategic inputs and co-ordinate with multiple stakeholders for delivery of CC Tech Inbound Project requirements.	• Responsible for Setup (including Integrations), New Projects, Upgrades and New Technology Introduction for the Inbound CC Technologies used/deployed for the Bank at its own or designated partner/provider locations. • Manage multisite Inbound CC Tech setup and Project Deployments and work with large and distributed vendor/partner/OEM teams for the Project Management of the Inbound CC Tech stack as per overall Business requirements. • Work extensively with multiple Internal IT Teams at the Bank for delivery as per CC Tech Inbound Project requirements • Provide Strategic planning inputs and Project execution for the overall enhancement of the Omnichannel Inbound CC Tech stack used by the Bank to deliver a World Class Customer Experience for the Banks Customers
AGM (IT-Outbound Engineer)	This position shall be overall responsible for the Omnichannel Outbound Contact Centre Technologies deployed for the Bank, setting up new projects, providing strategic inputs and co-ordinate with multiple stakeholders for delivery of CC Tech Outbound Project requirements.	• Responsible for Setup (including Integrations), New Projects, Upgrades and New Technology Introduction for the Outbound CC Technologies used/ deployed for the Bank at its own or designated partner/ provider locations. • Manage multisite Outbound CC Tech setup and Project Deployments and work with large and distributed vendor/ partner/ OEM teams for the Project Management of the Outbound CC Tech stack as per overall Business requirements. • Work extensively with multiple Internal IT Teams at the Bank for delivery as per CC Tech Outbound Project requirements. • Provide Strategic planning inputs and Project execution for the overall enhancement of the Omnichannel Outbound CC Tech stack used by the Bank to deliver a World Class Sales/ Collections Experience for the Banks Customers
AGM (IT Security Expert)	**Role & Responsibility** This post will be responsible for Server infra mgmt./ Risk/ Cyber Security/ ISD & other compliance related activities like VAPT, SCD, PIMS, FARs, SOC/ DAM/ SIEM/ ITAM/ Asset integrations, ISD/ vendor/ CSR audits/ Incident management etc. of Bank`s Contact Centers. **Functions:** • Analysis of network architecture from security perspective and recommend changes (if any). • Providing insight to network design team while designing an architecture for new branches such that all security best practices are in place from day one. • Interaction with various application owners, security departments of the Bank and TAC teams of several OEMs while handling security incidents • Ensuring compliance of Bank's security policies including analysis, recommendation and implementation of IPS signatures. • Management of security devices such as firewalls, IDS/IPS, AAA, Network Access Control (NAC) solution, Network Security Policy Manager (NSPM), Enterprise Proxy solution, Network Sandboxing, DDOS solution, load balancers etc. their configuration, including implementation of security policies and rules in accordance with the change management process and Secure Configuration Document of the Bank. • Taking proactive measures for enhancing the security posture of the Bank's network by studying the vulnerabilities issued/published by various OEMs, internal and external agencies such as CERT, CDAC etc. • Providing consultancy services for adoption of new technologies in the market in the form of a formal document. • Timely closure of observations made by the auditors (internal or external) • Preparation of technical specifications of security devices to be procured by the Bank and providing responses to technical queries. • Provisioning of information sought by the auditors by masking sensitive details/data.	• Submission of ATRs for IS Audit, Vendor Audit, Concurrent Audit/Other Audits within TAT. • Implementation and management of FAR • Disaster management and Business Continuity • DAM, SIEM, SOC integration within stipulated timeframe. • Implementation and regular monitoring /follow up of Security Solutions
Manager (IT Security Expert)	**Role & Responsibilities:** This post will be responsible for Server infra mgmt. / Risk/ Cyber Security/ ISD & other compliance related activities like VAPT, SCD, PIMS, FARs, SOC/ DAM/ SIEM/ ITAM/Asset integrations, ISD/ vendor/ CSR audits/ Incident management etc. of Bank`s Contact Centres. **Functions:** • Analysis of network architecture from security perspective and recommend changes (if any). • Analysis of critical network issues and events and their resolution. Preparation of Root Cause Analysis (RCA) report with recommendation to prevent recurrences of such incidents and implementation of recommendations so made. • Interaction with various application owners, security departments of the Bank and TAC teams of several OEMs while handling security incidents. • Ensuring compliance of Bank's security policies including analysis, recommendation and implementation of IPS signatures. • Management of all security devices such as firewalls, IDS/ IPS, AAA, Network Access Control (NAC) solution, Network Security Policy Manager (NSPM), Enterprise Proxy solution, Network Sandboxing, DDOS solution, load balancers etc. their configuration, including implementation of security policies and rules in accordance with the change management process and Secure Configuration Document of the Bank. • Taking proactive measures for enhancing the security posture of the Bank's network by studying the vulnerabilities issued/published by various OEMs, internal and external agencies such as CERT, CDAC etc. • Providing consultancy services for adoption of new technologies in the market in the form of a formal document. • Timely closure of observations made by the auditors (internal or external). • Conducting Proof of Concept (PoC) for technologies especially focused on enhancing network security and recommendation in the form of a PoC report. • Analysis of security logs and correlation with the logs of other devices and submission of structured reports in the format prescribed by the Bank. • Preparation of technical specifications of security devices to be procured by the Bank and providing responses to technical queries. • Provisioning of information sought by the auditors by masking sensitive details/data.	• Submission of ATRs for IS Audit, Vendor Audit, Concurrent Audit/Other Audits within TAT. • Implementation and management of FAR • Disaster management and Business Continuity-As per GITC policy. • DAM, SIEM, SOC integration within stipulated timeframe. • Implementation and regular monitoring /follow up of Security Solutions

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Deputy Manager (Network Engineer)	Co-ordination with Auditors, implementation and management of FAR, Disaster management, Business Continuity, DAM, SIEM, SOC integration, Implementation and regular monitoring/ follow up of Security Solutions.	• Co-ordinate with the IS Audit, Vendor Audit, Concurrent Audit/Other Audits. • Implementation and management of FAR • Disaster management and Business Continuity-As per GITC policy. • DAM, SIEM, SOC integration within stipulated timeframe. • Implementation and regular monitoring / follow up of Security Solutions.
Deputy Manager (Site Engineer Command Centre)	• Managing IT operations and related support at Contact Centre sites. • Ensuring proper support to the operations team in maintaining upkeep of the IT infra. • Escalating any IT issues observed to the proper authorities. • Recording all delays in issue resolutions which might affect the operations. • Extended arm of CC command team for coordination with other Banks team for issue resolutions • Daily live monitoring of CC operations and issue resolution.	Same as Role & Responsibilities. KRAs shall be assigned post joining.
Deputy Manager (Statistician)	• Analyze CC data for bringing various insights and MIS as per Bank's requirement • Implementation of Best Project Management Practices.	• Data collection, analysis, validation and preparation of presentations. • Timely submission of reports to various stakeholders • Miscellaneous statistics.
Remarks: Job Profile/ KRAs mentioned above are illustrative. Roles/ Job/ KRAs in addition to the above mentioned may be assigned by the Bank from time to time for the above posts.		

D. REMUNERATION:

Sr. No.	Post Name	Scale	Pay Scale*
1	AGM (IT- Tech Operations)	SMGS-V	Basic: 89890-2500/2-94890-2730/2-100350
2	AGM (IT-Inbound Engineer)		
3	AGM (IT-Outbound Engineer)		
4	AGM (IT Security Expert)		
5	Manager (IT Security Expert)	MMGS-III	Basic: 63840-1990/5-73790-2220/2-78230
6	Deputy Manager (Network Engineer)	MMGS-II	Basic: 48170-1740/1-49910-1990/10-69810
7	Deputy Manager (Site Engineer Command Centre)		
8	Deputy Manager (Statistician)		

*** The officer will be eligible for DA, HRA, CCA, PF, Contributory Pension Fund, LFC, Medical Facility etc. as per rules in force from time to time.**

E. SELECTION PROCESS:

The selection will be based on **shortlisting and interview.**

Interview: Mere fulfilling minimum qualification and experience will not vest any right in candidate for being called for interview. The Shortlisting Committee constituted by the Bank will decide the shortlisting parameters and thereafter, adequate number of candidates, as decided by the Bank will be shortlisted and called for interview. The decision of the Bank to call the candidates for the interview shall be final. No correspondence will be entertained in this regard. Candidates shortlisted through shortlisting exercise will be called for interview. Interview will be of 100 marks. The qualifying marks in Interview will be as decided by the Bank.
Merit List: Merit list for selection will be prepared in descending order on the basis of scores obtained in interview only. In case more than one candidate score the cut-off marks (common marks at cut-off point), such candidates will be ranked according to their age in descending order, in the merit.

F. CALL LETTER FOR INTERVIEW:

Intimation/ call letter for interview will be sent by email / will be uploaded on Bank's website. NO HARD COPY WILL BE SENT.

G. HOW TO APPLY: Candidates should have valid email ID which should be kept active till the declaration of result. It will help him / her in getting call letter / Interview advices etc. by email.

GUIDELINES FOR FILLING ONLINE APPLICATION:

i. Candidates will be required to register themselves online through the link available on SBI website **https://bank.sbi/careers OR https://www.sbi.co.in/careers** and pay the application fee using Internet Banking/ Debit Card/ Credit Card etc.

ii. Candidates should first scan their latest photograph and signature. Online application will not be registered unless candidate uploads his/her photo and signature as specified on the online registration page (Please refer para H-b-ii. and para H-c.-v. along with para H-e.-vi under 'How to Upload Documents").

iii. Candidates should fill the application carefully. Once application is filled-in completely, candidate should submit the same. In the event of candidate not being able to fill the application in one go, he can save the information already entered. When the information/ application is saved, a provisional registration number and password is generated by the system and displayed on the screen. **Candidate should note down the registration number and password.** They can re-open the saved application using registration number and password and edit the particulars, if needed, but only for **three** times. Please note that this facility of editing the saved information will be available for **three times only**. Once the application is filled completely, candidate should submit the same and proceed for online payment of fee.

iv. After registering online, the candidates are advised to take a printout of the system generated online application forms

GUIDELINES FOR PAYMENT OF FEES:

i. Application fees and Intimation Charges (Non-refundable) is ₹750/- (₹Seven hundred fifty only) for General/ OBC/ EWS candidates and NIL for SC/ ST/ PWD candidates.

~~ii.~~ Fee payment will have to be made online through payment gateway available on the Bank's Career website.

iii. After ensuring correctness of the particulars in the application form, candidates are required to pay the fees through payment gateway integrated with the application. No change/ edit in the application will be allowed thereafter.

iv. The payment can be made by using Debit Card/ Credit Card/ Internet Banking etc. by providing information as asked on the screen. Transaction charges for online payment, if any, will be borne by the candidates.

v. On successful completion of the transaction, "**e-Receipt**" and "**application form**", bearing the date of submission by the candidate, will be generated which should be printed and **retained by the candidate**.

vi. If the online payment of fee is not successfully completed in first instance, please make fresh attempts to make online payment.

vii. There is also a provision to reprint the e-Receipt and Application form containing fee details, at later stage.

viii. Application Fee once paid will **NOT** be refunded on any account **NOR** can it be adjusted for any other examination or selection in future.

H. HOW TO UPLOAD DOCUMENTS:

a. Details of Document to be uploaded:

i. Brief Resume (PDF)
ii. ID Proof (PDF)
iii. Proof of Date of Birth (PDF)
iv. Educational Certificates: Relevant Mark-Sheets / Degree Certificate (PDF)
v. Experience certificates (PDF)
vi. Others (latest Form-16, current salary slip etc.) (PDF).

(In case of multiple certificates are to be uploaded, please scan all in one PDF file up to the size of 500KB & upload)

b. Photograph file type/ size:

i. Photograph must be a recent passport style colour picture.
ii. **Size of file should be between 20kb–50 kb and Dimensions 200 x 230 pixels.**
iii. Make sure that the picture is in colour, taken against a light-coloured, preferably white, background.
iv. Look straight at the camera with a relaxed face
v. If the picture is taken on a sunny day, have the sun behind you, or place yourself in the shade, so that you are not squinting and there are no harsh shadows
vi. If you have to use flash, ensure there's no "red-eye"
vii. If you wear glasses make sure that there are no reflections and your eyes can be clearly seen.
viii. Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face.
ix. Ensure that the size of the scanned image is not more than 50kb. If the size of the file is more than 50 kb, then adjust the settings of the scanner such as the DPI resolution, number of colours etc., during the process of scanning.

c. Signature file type/ size:

i. The applicant has to sign on white paper with **"Black Ink pen"**.
ii. The signature must be signed only by the applicant and not by any other person.
iii. The signature will be used to put on the Call Letter and wherever necessary.
iv. If the Applicant's signature on the answer script, at the time of the examination, does not match the signature on the Call Letter, the applicant will be disqualified.
v. **Size of file should be between 10kb - 20kb and Dimensions 140 x 60 pixels.**
vi. Ensure that the size of the scanned image is not more than 20kb
vii. Signature in CAPITAL LETTERS shall NOT be accepted.

d. Document file type/ size:

i. All Documents must be in PDF.
ii. Page size of the document to be **A4**.
iii. Total Size of the file should not be exceeding **500 KB.**
iv. In case of Document being scanned, please ensure it is saved as PDF and size not more than 500 KB as PDF. If the size of the file is more than 500KB, then adjust the setting of the scanner such as the DPI resolution, number of colours etc., during the process of scanning. Please ensure that Documents uploaded are clear and readable.

e. Guidelines for scanning of photograph/ signature/ documents:

i. Set the scanner resolution to a minimum of 200 dots per inch (dpi)
ii. Set Color to True Color
iii. Crop the image in the scanner to the edge of the photograph / signature, then use the upload editor to crop the image to the final size (as specified above).
iv. The photo / signature file should be JPG or JPEG format (i.e. file name should appear as: **image01.jpg** or **image01.jpeg**).
v. Image dimensions can be checked by listing the folder / files or moving the mouse over the file image icon.
vi. Candidates using MS Windows/ MSOffice can easily obtain photo and signature in .jpeg format not exceeding 50kb & 20kb respectively by using MS Paint or MSOffice Picture Manager. Scanned photograph and signature in any format can be saved in .jpg format by using 'Save As' option in the File menu. The file size can be reduced below 50 kb (photograph) & 20 kb (signature) by using crop and then resize option (Please see point (i) & (ii) above for the pixel size) in the 'Image' menu. Similar options are available in other photo editor also.
vii. While filling in the Online Application Form the candidate will be provided with a link to upload his/her photograph and signature.

f. Procedure for Uploading Document:

i. There will be separate links for uploading each document.
ii. Click on the respective link "Upload"
iii. Browse & select the location where the jpg, jpeg, pdf, doc or docx file has been saved.
iv. Select the file by clicking on it and Click the 'Upload' button.
v. Click Preview to confirm the document is uploaded and accessible properly before submitting the application. If the file size and format are not as prescribed, an error message will be displayed.
vi. Once uploaded / submitted, the documents uploaded cannot be edited / changed.
vii. After uploading the photograph / signature in the online application form, candidates should check that the images are clear and have been uploaded correctly. In case the photograph or signature is not prominently visible, the candidate may edit his / her application and re-upload his / her photograph or signature, prior to submitting the form. **If the face in the photograph or signature is unclear the candidate's application may be rejected.**

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I. GENERAL INFORMATION:

i. **Before applying for a post, the applicant should ensure that he / she fulfils the eligibility and other norms mentioned above for that post as on the specified date and that the particulars furnished by him / her are correct in all respects**.

ii. IN CASE IT IS DETECTED AT ANY STAGE OF RECRUITMENT THAT AN APPLICANT DOES NOT FULFIL THE ELIGIBILITY NORMS AND / OR THAT HE / SHE HAS FURNISHED ANY INCORRECT / FALSE INFORMATION OR HAS SUPPRESSED ANY MATERIAL FACT(S), HIS / HER CANDIDATURE WILL STAND CANCELLED. IF ANY OF THESE SHORTCOMING/S IS / ARE DETECTED EVEN AFTER APPOINTMENT, HIS / HER SERVICES ARE LIABLE TO BE TERMINATED.

iii. The applicant should ensure that the application is strictly in accordance with the prescribed format and is properly and completely filled in.

iv. Appointment of selected candidate is subject to his / her being declared medically fit as per the requirement of the Bank. Such appointment will also be subject to the service and conduct rules of the Bank for such post in the Bank, in force at the time of joining the Bank.

v. Candidates are advised to keep their e-mail ID alive for receiving communication viz. call letters / Interview date advices etc.

vi. The Bank takes no responsibility for any delay in receipt or loss of any communication.

vii. Candidates belonging to reserved category including, for whom no reservation has been mentioned, are free to apply for vacancies announced for unreserved category provided they fulfill all the eligibility conditions applicable to unreserved category.

viii. Candidates serving in Govt. / Quasi Govt. offices, Public Sector undertakings including Nationalized Banks and Financial Institutions are advised to submit 'No Objection Certificate' from their employer at the time of interview, failing which their candidature may not be considered and travelling expenses, if any, otherwise admissible, will not be considered for payment.

ix. In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the appointment.

x. The applicant shall be liable for civil / criminal consequences in case the information submitted in his / her application are found to be false at a later stage.

xi. Candidates are advised, in their own interest, to apply online well before the closing date and not to wait till the last date to avoid the possibility of disconnection / inability / failure to log on to the website on account of congestion, heavy load on internet or website jam. SBI does not assume any responsibility for the candidates not being able to submit their applications within the last date on account of aforesaid reasons or for any other reason beyond the control of SBI.

xii. DECISIONS OF BANK IN ALL MATTERS REGARDING ELIGIBILITY, CONDUCT OF INTERVIEW, OTHER TESTS AND SELECTION WOULD BE FINAL AND BINDING ON ALL CANDIDATES. NO REPRESENTATION OR CORRESPONDENCE WILL BE ENTERTAINED BY THE BANK IN THIS REGARD

xiii. Where only interview, without any written test, is the mode of recruitment, merely satisfying the eligibility norms does not entitle a candidate to be called for interview. Bank reserves the right to call only the requisite number of candidates for the interview after preliminary screening / short-listing with reference to candidate's qualification, suitability, experience etc.

xiv. In case of multiple application for single post, only the last valid (completed) application will be retained, and the application fee / intimation charge paid for other registration will stand forfeited. **Candidate can apply for one post only**. In case of multiple applications for different posts, only the last valid (completed) application will be retained. Multiple appearance by a candidate for a single or multiple posts in interview will be summarily rejected / candidature cancelled.

xv. Any legal proceedings in respect of any matter of claim or dispute arising out of this advertisement and / or an application in response thereto can be instituted only in Mumbai and courts / tribunals / forums at Mumbai only shall have sole and exclusive jurisdiction to try any cause / dispute.

xvi. Outstation candidates, who may be called for interview after short-listing, will be reimbursed the cost of travel by train (A/C III Tier - Mail / Express fare only) on production of copy of / original tickets for the shortest route in India or actual expenses on the basis of actual journey (whichever is less). Local transportation will not be reimbursed. A candidate, if found ineligible for the post, will not be permitted to appear for the interview and will not be reimbursed any fare.

xvii. **BANK RESERVES THE RIGHT TO CANCEL THE RECRUITMENT PROCESS ENTIRELY AT ANY STAGE.**

xviii. At the time of interview, the candidate will be required to provide details regarding criminal case(s) pending against him /her, if any. The Bank may also conduct independent verification, inter alia including verification of police records etc. The Bank reserves right to deny the appointment depending upon such disclosures and/or independent verification.

For any query, please write to us through link **"CONTACT US/ Post Your Query"** which is available on Bank's website :
(URL - https://bank.sbi/web/careers OR **https://sbi.co.in/web/careers)**
This advertisement is also available on Bank's Website
https://bank.sbi/web/careers **OR** **https://www.sbi.co.in/web/careers**

The Bank is not responsible for printing errors, if any

Mumbai,
Date: 21.05.2022

GENERAL MANAGER