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Bhutan National Bank

Terms of Reference
for
Director, Technology and Innovation (DTI)

6070
www.bnb.bt
Thimphu, Bhutan

ISO & PCI DSS CERTIFIED
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1. INTRODUCTION

Since the inception in 1997, the Bank has played a pioneering role in the development and transformation of Bhutan's banking sector. As the first financial institution in the country to offer shares to the public, the Bank has consistently led innovation by introducing key banking technologies and services, including Core Banking Systems (CBS), Automated Teller Machines (ATMs), Point-of-Sale (PoS) terminals, credit cards, internet banking, and B-Wallet, which laid the foundation for today's digital payment ecosystem. Through its commitment to innovation, growth, and financial inclusion, the Bank has expanded its total assets from Nu. 1.03 billion in 1997 to over Nu. 85 billion, reinforcing its position as a leading financial institution and a catalyst for the modernization of Bhutan's banking industry.

The Bank is managed by the Chief Executive Officer (CEO), who is supported by three Senior Executive Officers. The four form the top management (C-suite) of the Bank. The three C-suite officers supporting the CEO are responsible for the three core functions of the bank which are Corporate Services, Banking Operations and Technology and Innovation.

2. THE POSITION

The Director, Technology and Innovation Vertical (DTI) is one of the top management positions in the Bank responsible for leading the two departments; Information Technology (ITD), Digital Transformation (DTD) of the Bank.

3. REPORTS LINE

The Director shall report directly to the Chief Executive Officer of the Bank. The CEO and the Board of Directors shall evaluate the Director's performance and may, at their discretion, remove or replace the Director.

The primary responsibilities of the Technology and Innovation Vertical (DTI) are to:

- **Board Engagement:** Provide dynamic leadership by presenting innovative ideas and strategic insights to the CEO and board to drive the Bank forward, particularly on technology and digital initiatives.
- **Vertical Leadership:** Lead and manage Technology and Innovation Vertical (DTI) under the guidance of the CEO and the Board.
- **Strategy and Execution:** Formulate and execute strategic plans for ITD and DTD that fulfill the Bank's mandates.

- **Performance Management:** Plan, monitor and evaluate the performance of its departments in delivering the Bank's mandates.
- **Operational Excellence:** Leverage technology and digital channels to build an agile Bank that meets both the expressed and unexpressed needs of customers.

4. DUTIES AND ACCOUNTABILITIES

In addition to the responsibilities assigned by the CEO and Board, the key areas of accountability and major responsibilities of the Director (DTI) are tabulated below:

Key Area of Accountability	Major Activities
A. Operations Management	• Ensure IT systems and Alternative Delivery Channels are running smoothly to enhance service delivery, operational efficiency and user experience. • Oversee and supervise the functions of the ITD and DTD. • Review and monitor all research and analysis before project endorsement. • Oversee and execute agreements and MoUs, according to delegation of authority. • Review and monitor progress of all digital projects to ensure optimal performance and responsiveness to organization needs.
B. Strategic Management	• Provide directions on strategic goals and translate them into functional strategies for the vertical and departments. • Work closely with the Office of Strategy Management to develop and implement the long-term strategy. • Review, communicate and ensure implementation of digital transformation, IT operations. • Develop, design and manage policies for the departments.

C. Decision Making & Governance	• Make timely, sound, and accurate operational decisions on all matters of the Technology and Innovation Vertical (DTI) within the approved Delegation of Authority (DoA), Bank policies, and regulatory requirements. • Contribute to organizational-level decision -making as a member of the Executive Management Committee (EMC), shaping policy direction and strategic priorities in the overall interest of the Bank. • Balance decisions across customer satisfaction, operational efficiency, regulatory compliance, and strategic objectives, prioritizing critical decisions on service standards, delivery channels, and customer experience journey improvements. • Directly resolve operational issues within authority, and approve corrective measures for customer complaints, service gaps, and recurring service delivery problems. • Ensure decisions are properly documented and communicated, with clear responsibilities, timelines, and measurable outcomes, and establish accountability for delegated decisions within the Vertical along with the outcomes of the decisions taken.
D. Team Management	• Review and endorse manpower planning and training requirements of the Vertical to ensure adequate staffing and capability aligned with business and service needs. • Ensure the Performance Management System (PMS) is applied fairly, consistently, and in a timely manner across the Vertical. • Provide clear direction, guidance, and support to Department Chiefs to ensure alignment with the Vertical's objectives and priorities.

	• Foster a collaborative, customer-centric, and high-performance work culture, promoting team motivation, discipline, and ethical conduct.
E. Strategic Projects, Reporting and Budget Management	• Promote a culture of innovation and continuous process improvement by adopting best proactive and appropriate technologies. • Present project proposals to the Management and the Board, supported by clear business cases, costs, benefits, risks, and timelines. • Lead and oversee major projects for the Bank's digitization and IT experience improvement, ensuring timely delivery, adherence to budget, and alignment with strategic objectives. • Provide regular updates and reports to the Management and the Board on project progress, Vertical performance, and its indicators. • Supervise the preparation and maintenance of the Vertical's annual budget, ensuring cost-effective use of resources and monitoring budget utilization against approved limits. • Coordinate with other stakeholders to ensure digital and its experience initiatives are well integrated, secure, and compliant. • Enforce information security procedures, protect data integrity, and ensure strict adherence to the Bank's IT and security policies across all banking technology and IT operations.
F. Compliance & Risk Management	• Ensure compliance with all legal and regulatory requirements; • Ensure that effective control and co-ordination mechanisms for all operations and activities under Technology and Innovation Vertical (DTI) Vertical are in place including the establishment and

	development of effective internal controls over financial reporting; • Ensure adherence to the Bank's corporate governance framework, Policies and procedures. • Maintain a high level of integrity, work ethics and Corporate Governance standards. • Maintain confidentiality over personal and business information of the Bank.
G. Others	• Any other functions/tasks assigned by the CEO and the Board in the interest of the Bank.

5. QUALIFICATION AND EXPERIENCE

Qualification:

- A minimum of **a bachelor's degree in information technology** obtained from a recognized university through regular (full time) program.
- Additionally, **a master's degree** through regular full-time program in relevant field will be desirable/preferable.

Experience:

- A minimum of **fifteen (15) years of work experience** out of which the candidate should have **at least 3 years** of active service at General Manager level & above for corporate or equivalent position incorporated public/private sector company and P1-A level & above for civil servants.
- 1.5 years (**18 Months**) of full-time studies shall be considered as active service, if attended.
- Work experience in **information technology** is desirable/preferable.

Age Limit:

The age shall not be less than 40 years and not more than 60 years as on the closing date for submission of applications.

Nationality:
Bhutanese Citizen with valid Citizenship Identity Card.

6. KNOWLEDGE, SKILLS AND ATTRIBUTES REQUIRED

- Excellent leadership skills;
- Strong financial literacy;
- Excellent analytical, problem solving and decision-making skills;
- Strong strategic orientation and competence in translating the board strategic decision into well-thought-out actions;
- Strong negotiation and client management skills;
- Strong oral and written communication skills;
- Impeccable integrity and business ethics;
- Strong inter-personal skills and ability to develop and foster meaningful relationship with relevant stakeholder;
- Excellent decision-making skills: exploring options and choosing those that have the greatest benefit to the Bank
- Interpersonal sensitivity: willingness to keep an open mind and recognize other perspectives
- Ability and desire to complete works/projects under deadlines.

7. EMPLOYMENT TYPE AND TENURE

The Director shall be recruited on contract for **a term of 3 years**, which may be renewed once based on performance.

8. SALARY AND ALLOWANCES

The salary and allowances of the Director shall be as follows:

- Basic pay: Nu. **107,091.00** (One Hundred Seven Thousand Ninety-One) only.
- House Rent Allowance: **25%** of the Basic Pay
- Contract Allowance: **50%** of the Basic Pay
- Corporate Allowance: Fixed of Nu.**40,607.00**
- Employer PF Contribution **(15%)**
- Other allowances and benefits as per the HR Policy of the Bank.

9. MANDATORY DOCUMENTS

Applicants must submit the following documents together with their applications:

a. The cover letter expressing an interest and must clearly state why you are appropriate for the role.
b. Curriculum vitae (CV) indicating clearly the details of the applicant and, with names, address and contact details of **two referees.**
c. Bachelor Degree **certificate and transcripts** (for entire course).
d. Master's & other higher Degree **certificates and transcripts** (for entire course).
e. Valid documentary evidence (appointment and promotion orders) to prove **15 years of work experience.**
f. Valid documentary evidence (appointment and promotion orders) to prove minimum of **3 years** to GM/P1A or equivalent position.
g. Valid citizenship identity card (both front and back)
h. Valid audit clearance certificate for employment/job interview, where applicable.
i. Valid security clearance for employment
j. Valid medical fitness certificate
k. Tax Clearance Certificate
l. CIB Report as **on the application date.**
m. No objection letter from employer, **if selected**.

Note: The selected candidate's appointment is subject to FIT & Proper Assessment and Issuance of "No objection Letter "from the RMA.

10. TERMS & CONDITIONS

- Non-submission of any of the mandatory document listed **in (9) above except (d),** shall lead to rejection of an application. In other words, applicants with incomplete documents shall be automatically disqualified.
- While the basic (minimum) eligibility criteria shall be as spelled out in the **ToR**, the Bank shall reserve the right to use relevant criteria to screen and short list candidates leading to the final selection.
- The Bank reserves the right to use various levels of screening and shortlisting of candidates.
- The Bank reserves the right to reject all applications.
- If selected, the candidate must join the Bank within **30 days** of receipt of Fit and Proper approval from RMA.

Disqualifications not limited to the following:

- Been at any point of time, convicted of a criminal offence or is under prosecution for Criminal offense.
- Been dismissed or suspended for any reason from his/her previous employment, or has been subject to investigation by the statutory authority for doubtful transaction.
- Have a non-Performing Loan account with any of the financial institutions in Bhutan.
- Has been certified medically unfit for employment by a competent medical authority.
- Has intentionally provided false information in the application for employment or used fraudulent practices in the recruitment and other selection processes.
- Has failed or refused to furnish, or furnished fake or forged testimonials.

Application Submission & deadline:

The Last date of submission of the application is **8 December 2026** on or before **5 PM**. The application along with all the mandatory documents, as listed above, must be submitted to the following official during office hours in a sealed and signed envelope:

C/o Mr. Singye Dorji
Chief, Human Resources and Administration Department
Corporate Office, Thimphu
Contact No.17629193