



(A Joint Venture of State Bank of India & Insurance Australia Group)

SBI General/Recruitment/2012-13

Dated: 26th July 2012

Applications are invited for the Current Vacancies mentioned below. Persons, who are desirous and fulfil the eligibility criteria set out against each position, may send in their application.

Current Vacancies

[Current Vacancies in Claims](#)

[Current Vacancies in Finance](#)

[Current Vacancies in Human Resources and Learning](#)

[Current Vacancies in Information Technology](#)

[Current Vacancies in Internal Audit, Control & Risk](#)

(Please choose 'Admin & Central Premises' option as Specialisation to apply for this position)

[Current Vacancies in Legal & Compliance](#)

[Current Vacancies in Operations](#)

[Current Vacancies in Underwriting & Reinsurance](#)

Current Vacancies in Sales & Marketing:

- [Current Vacancies in Sales & Marketing](#)

(Please choose 'PR & Advertising' option as Specialisation to apply for this position)

- [Current Vacancies in Retail Sales](#)

- [Current Vacancies in SME Sales](#)

For more Vacancies kindly visit us again after few days!

IMPORTANT:

1. Job Titles and reporting lines are indicative and may be changed at the sole discretion of the Company.
2. No hard copies or documents should be sent.
3. Communication will be sent to only those candidates who are found suitable in the preliminary scrutiny.
4. Solicitation in any form by the applicant will lead to disqualification

5. This is not an offer of employment but only an invitation for applications for various positions. SBI General Insurance Company Ltd. has the absolute discretion not to appoint any one for any of the positions.
6. Last date for receipt of filled in application for the above vacancies is **3rd Aug 2012.**

Personal Traits expected from all the applicants:

- Enjoys and seeks out accountability for delivering expected results
- Consultative and open to discussion and challenge
- Willing to question and challenge the status quo
- Straightforward, honest, tells it 'as it is'
- Is persuasive and influential
- Thinks 'whole of business', while still delivering results for own area of accountability
- Is entrepreneurial in approach; focuses on profitable growth and continuous improvement
- Tenacious and resilient

Skills expected from all the applicants:

- Ability and willingness to work in project mode for setting up systems, procedures and infrastructure in the chosen functional area and to take up active functional role subsequently.
- Good computer skills.

Claims

POSITION ID	JOB TITLE	WILL REPORT TO
CLM04008	Executive-Admin Claims	Senior Manager-Assessing
ELIGIBILITY		
Required Qualification	Required Experience	
Graduate in any discipline or Diploma in Engineering in any discipline.	1- 2 years experience in office administration. Experience in general insurance claims function would be preferred. Good working knowledge of computer systems would be a pre-requisite.	
Location		
Chennai Branch		
Key Responsibility of the Role		
Co-ordinate with claims staff to provide assistance in the day to day claims functions. Would be involved in daily co-ordination with Customer, Workshop & Surveyor for follow up of documents, file management, processing of claims, and computation of liability, customer query handling and MIS preparation. High level of customer sensitivity and timely & proactive response would be a primary pre-requisite.		

POSITION ID	JOB TITLE	WILL REPORT TO
CLM05014	Executive-Assessing	Senior Manager-Assessing
ELIGIBILITY		
Required Qualification	Required Experience	
A degree or diploma in Automobile/Mechanical Engineering, IRDA licensed survey licence holders would be preferred	1- 3 years general insurance experience in Claims / Assessing / Motor repair Industry. Excellent relationship management, analytical & negotiation skills also required. Experience and understanding of motor repair industry including latest repair techniques preferred.	
Location		
Coimbatore (1), Kochi (1)		
Key Responsibility of the Role		
<p>To assess damage in order to mitigate loss on behalf of the Company. To ensure that the appropriate repair methodology is adopted at minimal cost to the organisation while providing excellent service to our customers without compromising the safety and quality of repairs. As a Motor Assessor, you will be required to assess accident damaged vehicles across the city/region ensuring vehicles are assessed in a timely manner and take all proactive steps in providing superior customer service. To succeed in this role, you will have excellent customer focus, negotiation and communication skills. You should also possess in depth level of fraud detection techniques, sound repair Vs replacement decision-making skills and effective handling of conflict scenarios.</p>		

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Finance

POSITION ID	JOB TITLE	WILL REPORT TO
FIN05012	Executive-Finance	Deputy Manager-Finance
ELIGIBILITY		
Required Qualification	Required Experience	
Essential - Graduation in Commerce/Finance	Essential –Minimum 2 years of relevant experience. Preferred –Work experience in General/Life insurance industry.	
Location		
Head Office – Mumbai		
Key Responsibility of the Role		
<ul style="list-style-type: none"> • Responsible to pass the necessary premium collection & booking entries in accounting system on daily basis • Preparation of Reconciliation statement for Premium booking as per core application & accounting system • Handle queries from various departments around the 64VB Compliance & Chq bounce process • Responsible to handle the banking activities • Coordination with branch offices for CMS setup. • To prepare & submit the premium schedule on daily basis. • Assist in managing premium bank reconciliation on daily basis. • To ensure timely booking & reconciliation of Stamp duty Expenses. 		

POSITION ID	JOB TITLE	WILL REPORT TO
Fin05013	Executive – Finance	Deputy Manager-Finance
ELIGIBILITY		
Required Qualification	Required Experience	
Graduate with Finance Background	<ul style="list-style-type: none"> • Minimum 2 years of relevant experience preferably in General insurance industry/Re-insurance Broking Firm 	
Location		
Mumbai		
Key Responsibilities of the Role		
<ul style="list-style-type: none"> • Accounting for all Coinsurance & reinsurance transactions • Carry out the outward and inward Co-insurance & reinsurance process in line with the guidelines and policies of the company • Responsible for accounting of Co-insurance & Reinsurance premium receivable/ payable, Commission & brokerage, Claims recoveries/payments & foreign exchange payments (RI). • Responsible for coinsurance recoveries, payments & Follow-ups • Handle queries from various departments around the settlement status for various Co-insurer & treaties accounting. • Produce monthly Co-insurance & reinsurance schedules & Reconciliations • Adequate knowledge of Coinsurance/RI Guidelines • Respond to inquiries from co-insurer, reinsurers, auditors and participating companies • Assist in managing overdue accounts not received on a timely basis • Liaison with underwriting/Ops/Claims/sales departments, brokers and clients to resolve queries 		

POSITION ID	JOB TITLE	WILL REPORT TO
Fin040004	Sr. Executive/Assistant Manager – Finance	Sr Manager Finance
ELIGIBILITY		
Required Qualification	Required Experience	
Graduate / Post Graduate Preferably C.A. or PE II Level Cleared	<ul style="list-style-type: none"> • Minimum 3 years of experience in the industry, in the MIS dept. preferably in General Insurance Industry. • Good knowledge of Insurance accounting and industrial practices prevalent in the industry. • Good knowledge of Excel, powerpoint & Access • System knowledge of Oracle & Hyperion. 	
Location		
Mumbai		
Key Responsibilities of the Role		
<ul style="list-style-type: none"> • Ensuring timely submission of reliable monthly, weekly & daily consolidated MIS relating to financial operations of the company. • Assisting in preparing Management & Board presentations. • Assisting in preparing Regulatory & JV reporting • Assisting in preparing Fix Assets • Assisting in preparation of Budgets • Assisting in the testing and validation of new financial systems and process changes 		

POSITION ID	JOB TITLE	WILL REPORT TO
FIN808021	Senior Executive/Executive - Accounts	Deputy Manager – Finance (Payments & Reconciliations)
ELIGIBILITY		
Required Qualification	Required Experience	
Graduate with Commerce / Accounts/B. Com.	<ul style="list-style-type: none"> • 2 – 3 years experience in Accounts & taxation • Knowledge of working on accounting software (preferably Oracle Financials) • Well versed with MS Excel, MS Word, Powerpoint & Access. • Working knowledge of tax laws- TDS, Service tax, WCT etc 	
Location		
Mumbai		
Key Responsibilities of the Role		
<ul style="list-style-type: none"> • Scrutiny/Checking of bills and expense vouchers • Data Entry in Accounting Software • Daily filing of vouchers/statements/other records in a systematic way • To retrieve the records from time to time for reference • Reconciliation of Accounts 		

Human Resources & Learning

POSITION ID	JOB TITLE	WILL REPORT TO
HRM03020	Manager/Deputy Manager – Learning & Development	AVP-Learning & Development
ELIGIBILITY		
Required Qualification	Required Experience	
Essential :- A Graduate Degree in any field Preferred :- Associate/Fellow of Insurance Institute of India	Essential :- 6-10 years out of which 3-5 years in Insurance training Preferred : - Management experience preferred (2 years).	
Location		
Delhi		
Key Responsibility of the Role		
<p><u>Planning & executing programs for Employees (product, process, IT related)</u></p> <ul style="list-style-type: none"> > Become consultant to internal stakeholders and provide training solution to cater their training requirement > Conduct proper TNI/TNA to translate stakeholders requirement in to training approach > Ensure proper product/IT training given to nominated employees for future IT releases > Build criteria to measure training effectiveness of programs > Conduct training sessions during corporate induction programs > Deliver training sessions as planned > Give feedback to learners supervisor and jointly develop learner on agreed criteria to improve performance <p><u>Training of Associates(SP/Agents)</u></p> <ul style="list-style-type: none"> > Train all SP/Agents as nominated by S&M team in given time > Co ordinate with stakeholder for SP/Agents training and ensure required resources are available for effective execution of SP/Agents training > Develop mechanism for follow up and learning of SP/Agents trained by you > Evaluate effectiveness of SP training for SPs trained by comparing performance of SPs who are trained v/s SPs who have not received training <p><u>Development of Technical/Functional competencies-Employee</u></p> <ul style="list-style-type: none"> > Identify training program/ learning intervention for each technical/functional competency > Work with and through training resources of departments at SBI General to develop frame work for competency development > Create mechanism to support Licentiate/Associate aspirants and help them with training by using appropriate training methodologies > Develop mechanism to assess competency proficiency before & after program 		

> Involve stakeholders and get consensus on competency development plan

Co ordination with Internal SBI General team

- > Regular intervention with corporate office for smooth execution of training program
- > Maintain and develop relationship with S&M, Underwriting, Operations and Claims team to ensure required nominations for training program
- > Ensure coverage of SP for product, process and IT trainings agreed with S&M team
- > Submit training reports to S&M team
- > Discussing performance of trained SPs with S&M team and cross sell team of SBI(if required)

Training quality audit & submitting PTR,TNI/TNA reports

- > Deliver training sessions as per faculty guide
- > TQA(Training Quality Audit) score
- > Submit PTR along with attendance sheet & feedback forms within 3 working days after training completion

Participation in projects /Initiatives

- > Ensure AML/KYC training is imparted to employees/associates as required
- > Contribute to other initiatives of L&D and HR team as per organizations requirement

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- ✓ Person is required to travel for 10-15 days/month for delivering training outside his base location

*While the selected candidate will be primarily responsible for the areas for which he is proposed to be engaged, for preparing the candidate for shouldering higher level of responsibility for his/her future growth in the organisation, the Company may entrust the candidate additional responsibility in the HR area in general and in Learning & Development area in particular. The candidate should be willing to share such additional responsibility

POSITION ID	JOB TITLE	WILL REPORT TO
HRM04001	Deputy Manager/Manager – Human Resources	Senior Manager- Human Resources
ELIGIBILITY		
Required Qualification	Required Experience	
<ul style="list-style-type: none"> MBA or an equivalent degree (Full time, 2 year course) in HR MA-PM&IR, PGDBA with HR, MMS (HR) as a specialisation would be considered at par with MBA-HR 	<p>Essential: Minimum 4 years of post qualification experience in HR Domain.</p> <p>Preferred: 8-10 years of work Experience in HR Area.</p>	
Location		
Delhi (1), Bengaluru(1), Kolkatta(1)		
Key Responsibility of the Role		
<p>Main responsibility of Regional HR staff would include :</p> <ol style="list-style-type: none"> To handhold regional employees (Sales Head/Branch Ops Head/Underwriting Manager/Claims) in the following HR processes – <ol style="list-style-type: none"> Recruitment Performance Management System Confirmation Transfer Joining Relieving Process compliance from branches is very important. The role holder will be required to do bottom-up follow-up in contrast to Corporate HR He/She will handle grievances at local level Employee Relations in the region will be his/her prime responsibility. He/She will be part of P-review meeting at branches and would travel to at least 4-5 branches in a month. He/She will take care of all the campus recruitments (Executive Trainees, Sales Executive Trainees etc.) in the region. He/She will be required to make sure that the quality of the staff recruited is of high quality and there are no extraneous factors influencing the selection of candidates other than the quality and suitability of the candidates for the position on merits. 		

8. He /She will take care of all interviews for DM & below requirements as HR panel member
9. He/She will be responsible for conducting Exit interviews at branches.
10. He/She will give ground level feedback to Head Office.
11. Driving Competency framework rollout at regional Level
12. Driving 360 degree appraisals across the region
13. Driving culture Initiative rollout in the region
14. Driving employee engagement activities in the region
15. Driving R & R Schemes across the region
16. Involvement in UAT & Stabilizing PeopleSoft applications for HR.
17. He/She will be required to act as effective back up for HR Business Partner whenever required.
18. Sensitizing employees specially Branch Ops Head/Sales Head on labour laws and compliances and in case of emergency to travel to specific location for submission of relevant documents.
19. He/She will take care of joining formalities at the base location.

Information Technology

POSITION ID	JOB TITLE	WILL REPORT TO
ITS03019	Senior Manager – UAT Management	AVP/VP- Business Solutions Group
ELIGIBILITY		
Required Qualification	Required Experience	
<p>Essential:</p> <ul style="list-style-type: none"> • Graduation in any discipline <p>Preferred:</p> <ul style="list-style-type: none"> • Certification in General Insurance such as Licentiate / Associate / Fellow from a recognised and reputed institution. • Degree or certified courses in business information systems or in business administration • Post graduate degree or diploma in business administration • Engineering / IT Degree qualifications • A combination of the above qualifications will be an advantage 	<p>Essential:</p> <ul style="list-style-type: none"> • Minimum 8 years of work experience • Minimum 5 years of relevant experience in the insurance industry or in the general insurance vertical of an IT organisation. • In-depth knowledge of any or multiple functions in insurance like Sales & Marketing, Underwriting, Claims, Re-insurance, Accounting & Finance, Operations, Actuarial, MIS & Reports with good experience in Personal Lines and/or Commercial Lines of products. • Experience in interacting closely with various business groups of the organisation and managing external service providers. • Experience in Managing teams • Experience in Hands-on testing of applications for Insurance industry <p>Preferred:</p> <ul style="list-style-type: none"> • Hands-on experience in any or multiple systems like Core Insurance Systems, Workflow systems (BPEL), Rules Engines, Rating Engines, CRM (Seibel CRM), Document Management Systems (Documentum), Financials Systems (Oracle Financial), Investment Management (Mfunds), Data warehouse & business intelligence (OBIEE), Enterprise Data Management (EDM), Master Data Management (SAS-q MDM) & Mobile Solutions. • Experience on working with Tools such as Rational or HP QC 	
Location		
MUMBAI		
Key Responsibility of the Role		
<p>The key role of this position is to be a single point of contact within the organization for all UAT activities and will be responsible to manage the UAT Vendor, which will include operational as well as vendor management activities. Key task include UAT Planning, Resource management, UAT Execution, UAT Review, Stakeholder Management and to ensure high quality delivery of business solutions as per agreed business requirements. The position has to ensure adherence to contractual obligations of the vendor.</p> <p>The position will be required to also act as a liaison between various stakeholders in the organization and the UAT Vendor, maintain positive working relationships with internal customers, and promote</p>		

teamwork in problem resolution. The role also requires understanding of business requirements & business analysis skills to be able to handle day to day issues that may arise during UAT.

The measure of success in this role is the business owner satisfaction within the constraints of cost and time.

Sr.	Key Responsibilities
1	Work with business partners, facilitate UAT Test Scenarios & Test Case Development from Functional Requirement Specification Documents (FRSM's) & Gap Solution documents
2	Work with Business SPOCs coordinate the development of User Acceptance Test Cases & Sign-offs
3	Coordinate with Program Management for the planning, scheduling and execution of User Acceptance Test
4	Work with business partners, manage prioritization of User Acceptance Tests, communicate sequence of testing groups and dependencies
5	Work with Business Analysts & Business SPOCs manage on prioritization and sequencing of User Acceptance Tests
6	Drive User Acceptance Testing to completion
7	Set UAT Targets (Entrance criteria based on QA certification targets, interim UAT targets, UAT signoff/certification)
8	Schedule User Acceptance Testing with all business groups
9	Document and report status to business and IT, including metrics
10	Ensure UAT Scenarios & Test Cases are prepared as per Business Expectation
11	Ensure compliance of UAT targets set by Business & IT Stakeholders
12	Work with QA on defect reporting and resolution; utilize tools such as HP Quality Center for all user issues; raise high-priority defects in daily QA status meetings
13	Take Complete ownership of testing plan & schedule
14	Work with Training where users test cases are to be utilized in both environments
15	Develop and execute UAT mitigation plans when necessary in order to maintain published target dates
16	Constantly seek feedback from business on processes and and ensure that the feedback is implemented to improve IT delivery
17	Ensure fluent communication as per agreed channels between Project Management Teams & UAT Vendor
18	Conduct periodic meetings with the UAT Vendor to resolve operational issues to ensure smooth functioning of testing
19	Ensure that the UAT team is sufficiently staffed to conduct testing & ensure timely delivery of IT solutions
20	Ensure efficient onsite & offsite management of UAT Resources
21	Monitor and track billing & invoices pertaining to the UAT Vendor
22	Review and improve UAT related processes

Technical Skills

Skill	Attribute
Microsoft Office Tools	Should be proficient in the use of tools such as MS Excel, Visio, & Project
Business Analysis Methodologies	Should have knowledge of business analysis methodologies and tools. Should have knowledge of tools for requirement gathering, user acceptance testing, defect tracking etc.

Behavioural Skills

Skill	Attribute
Interpersonal skills	<ul style="list-style-type: none"> • Strong interpersonal skills and a people's person. • Establish and maintain good relationships with senior executives, key stakeholders, business analyst teams and external service providers.
Communication skills	<ul style="list-style-type: none"> • Strong communication skills (read, write and speak) including good listening skills. Good knowledge of English and at least one regional language. • Assist in the facilitation of stakeholder meetings. • Experience and understanding of communicating difficult/sensitive information tactfully.
Problem solving	<ul style="list-style-type: none"> • Ability to identify issues and resolve them in a timely and effectively through innovative ideas. • Exhibits confidence and an extensive knowledge of emerging industry practices when solving business problems.
Decision making	<ul style="list-style-type: none"> • Strong leadership skills with the ability to make concrete and timely decisions in critical times.

POSITION ID	JOB TITLE	WILL REPORT TO
ITS03046	Manager– Portal Implementation	Assistant Vice President – Internet Portal Specialist

ELIGIBILITY

Qualification	Required Experience
<p>Essential:</p> <ul style="list-style-type: none"> A Bachelors degree or higher in IT, Management or equivalent <p>Preferred:</p> <ul style="list-style-type: none"> Post graduate qualification Masters in Business Management 	<p>Essential:</p> <ul style="list-style-type: none"> At least 6 years experience in designing, implementing and managing web portal applications preferably for a general insurance company Must have worked and implemented web portal technologies Sound experience in implementing and managing the web content management and web analytics for the Portal Experience in implementing a website with integrations with multiple applications such as CRM, Payment gateway and SMS gateway Should have thorough experience in the Search domain to manage the Portals SEO requirements <p>Preferred:</p> <ul style="list-style-type: none"> Experience on Oracle Portal Extensive experience in managing large IT vendors in medium to large organizations. Experience in vendor negotiations and contribute to effective decision making. Must be able to effectively manage Projects and work in stringent timeline

Location

MUMBAI

Key Responsibility of the Role

Portal is the entry to IT environment and it plays a key role in distribution channels, customer, and employee and partner interactions with SBI General. This position is required to manage the end-to-end implementation, co-ordination and management of the Internet, Intranet and Extranet Portals of the Company

Sr.	Key Responsibilities
1	To constantly focus on activities and functionalities to build usage of the Online platform by the Customers, Employees, and Channel Partners
2	Oversee the designing, implementation of Internet, Intranet and Extranet Portals of the Company carried out by the IT vendor. Will be responsible for the overall management of all portals
3	Responsible for adhering to global standards and online best practises while delivering Portal functionalities
4	Responsible for ensuring that the implementation of the portal is in line with the design documents like HLD,LLD etc

5	Responsible for ensuring that the scalability best practices are built into the portal
6	Responsible for ensuring the latest security best practices are built into the portal
7	Responsible for ensuring that the Portal site is optimized to support multi device & form factors
8	Effectively co-ordinate with the Business and IT teams to articulate the business requirements and co-ordinate with the IT vendor to deliver them in a timely, efficient and best possible manner.
9	To implement and manage functionalities enabling users to transact online.
10	Key concentration would be to manage and strengthen organic search and ensure high rankings of the Corporate Portal.
11	Regularly monitor the web analytics to understand the user movement and usage pattern on online platform
12	Ensure appropriate integration between all other applications like Core system, SOA, CRM, Payment gateway and SMS gateway.
13	Effectively manage payment gateways and multiple payment channels to support online transactions.

Technical Skills

Skill	Attribute
Portal	<ul style="list-style-type: none"> Should have sound knowledge and experience of Oracle/ Web Portal applications and its best practices. Oracle portal application will be preferred. Must have demonstrable experience of architecting & designing JSF based enterprise scale solutions. Knowledge of ADF & WebCenter Portal would be a significant advantage Experience in WebCenter Spaces, Web2.0 services, oracle UCM and Personalization (MDS) or equivalent would also be a significant advantage Experience in J2EE development experience (Spring/Spring MVC, Struts, JSF, Hibernate, ADF BC etc.) Experience in design patterns and implementing them based on the project need
Usability	Should have experience and understanding of online usability concepts.
Information Technology	Possess understanding in the areas of application technology, database and system design
Architecture	Understand Internet, Intranet, Extranet and web / client / server architectures. Thorough understanding of Service Oriented Architecture (SOA).
Integration (SOA)	Understanding of web-based system integration using latest integration technologies.

Behavioural Skills

Skill	Attribute
Interpersonal skills	Exhibit strong interpersonal skills and should be a people's person.

Problem solving	<ul style="list-style-type: none"> • Ability to identify issues and resolve them in a timely and effectively through innovative ideas. • Push creative thinking beyond the boundaries of existing industry practices and thinking mindsets.
Communication skills	<ul style="list-style-type: none"> • Strong communication skills (read, write and speak) including good listening skills. Good knowledge of English and at least one regional language. • Ensure complete understanding when communicating.
Decision Making	<ul style="list-style-type: none"> • Act decisively • Is able to face issues and take actions after rapidly weighing the pros and cons
Result oriented	<ul style="list-style-type: none"> • Meet and exceed set expectations • Ability to drive results and demonstrate quick business benefits. • Demonstrate initiative and risk taking. • Demonstrate a drive to win in the market place.

POSITION ID	JOB TITLE	WILL REPORT TO
ITS04010	Manager – Data Centre	Senior Manager – Data Centre
ELIGIBILITY		
Qualification	Required Experience	
<p>Essential:</p> <ul style="list-style-type: none"> Bachelor’s degree in Engineering (IT Discipline) <p>Preferred:</p> <ul style="list-style-type: none"> ITIL Version 3 Foundation Certified 	<p>Essential:</p> <ul style="list-style-type: none"> 6 years overall IT experience, in the area of IT Infrastructure Minimum 2 years of strong Data Centre management experience, specifically in running Data Centre in 24*7 mode Experience in Data Centre power, Precision Air conditioning, Caging space, workspace area monitoring, management and reporting in terms of physical and logical access to the environment Experience in management and performance reporting on ticket handling, SLA's and other Ops management metrics Experience in site services activities like rack and stack, cabling, trouble shooting etc. Ability to effectively respond to data center emergencies while on duty, as well as 24/7/365 as needed <p>Preferred:</p> <ul style="list-style-type: none"> Experience with some form of ticketing system (HPSM, BMC Remedy and IBM Tivoli). Experience of providing support for the disaster recovery site operational team Experience in Networker Backup solutions and ESX environment 	
Location		
MUMBAI		
Key Responsibility of the Role		
<p>Data Centre is the backbone for IT services management and business continuity and managing it effectively is the key to provide business continuity. Data Centre manager is the key role to ensure 24*7 IT operations. The incumbent in this role is required to constantly monitor of the activities performed by the System Integrator at SBI General Data Centre that has been hosted offsite. The Data Centre is managed by the System Integrator in three shifts. The incumbent is required to manage the operations of the Data Centre on a day to day basis (<i>in shifts</i>) by working closely with the System Integrator resources.</p>		
Sr.	Key Responsibilities	
1	Monitor the day today activities of the DC and this includes people access, changes to the DC configuration, components, etc, material movements, etc.	
2	Ensure that the DC processes are defined, tested, implemented and complied to, including governance and risk management practices.	
3	Ensure that regular reports and logs are produced, reviewed and managed	

4	Continuous monitoring and managing the various threshold limits set on data centre components to maintain the agreed SLA's Being the focal point between the system integrator and data centre co-location provider.
5	Ensure that all components of the DC including servers, storage, firewalls, routers, switches, network, etc. are monitored and managed proactively
6	Ensure data movement between the DC and DR Site are conducted as per the agreed process and plans
7	Ensure material movement into and out of the DC is properly authorized, well managed and controlled.
8	Conduct DC drill and readiness check at regular intervals
9	Ensure the physical and logical access to the systems are provided with proper authorization
10	Define the process of backup and recovery for the data centre components. Follow regular recovery procedures to avoid disaster. Setup a tape rotation policy. Offsite movement of tapes to be managed and monitored
11	Ensuring the data centre Standard operating procedures are always followed and the respective documents are updated and strictly followed
12	Help in assisting the various teams for deployment of applications across environments

Technical Skills

Skill	Attribute
Hardware & Operating System	<ul style="list-style-type: none"> • Thorough knowledge on various hardware (Servers, Storage, Network, and Security equipments) • Knowledge of providing operating system support across heterogeneous platforms • Knowledge on Blade centre/ESX Infrastructure • Knowledge of Operating System Hardening (AIX, Windows, Linux and ESX)
Network	Basic troubleshooting skills in LAN/WAN environment
Blade Centre	Good technical knowledge of Blades, Virtualization s/w – Capacity planning & sizing & report generation, Server Management s/w – POC & assessment
Backup and Recovery	Strong knowledge and background in Backup and recovery mechanism for Operating Systems, ESX servers and Databases
Storage	Intermediate skills in storage products – Storage Area Networks (SAN), Enterprise Storage Arrays. Knowledgeable of large scale Enterprise backup and NAS solutions
Security	Should have knowledge of Implementation of security components within IT Data centre, Extranets, DMZ zones. Implementation proficiency with security products, knowledge and experience in the area of Web Application Firewalls, Network Firewalls, IDS/IPS, VPN, Security Logs Monitoring tools [RSA Envision or Equivalent]
Database	Basic knowledge on Database deployment SQL and Oracle.

Behavioural Skills

Skill	Attribute
Interpersonal skills	Establish and maintain good relationships with senior executives, key stakeholders, business analyst teams and external service providers.
Problem solving	<ul style="list-style-type: none"> • Ability to identify issues and resolve them in a timely and effective manner through innovative ideas. • Exhibits confidence and an extensive knowledge of emerging industry practices when solving business problems. • Push creative thinking beyond the boundaries of existing industry practices and individual mindsets.
Communication skills	<ul style="list-style-type: none"> • Strong communication skills (read, write and speak) including good listening skills. Good knowledge of English and at least one regional language. • Ensure complete understanding when communicating. • Assist in the facilitation of stakeholder meetings. • Deliver informative, well-organized presentations.
Vendor Management	Build a win-win relationship with IT vendors that can help in the successful delivery of IT services across the enterprise in a timely manner

POSITION ID	JOB TITLE	WILL REPORT TO																		
ITS04015	Senior Manager/ Manager/ Deputy Manager / Assistant Manager – Business Solutions Group	Assistant Vice President – Business Solutions Group / Senior Manager – Business Solutions Group																		
ELIGIBILITY																				
Required Qualification		Required Experience																		
<p>Essential:</p> <ul style="list-style-type: none"> Graduation in any discipline <p>Preferred:</p> <ul style="list-style-type: none"> Certification in General Insurance such as Licentiate / Associate / Fellow from a recognised and reputed institution. Degree or certified courses in business information systems or in business administration Post-graduation or master degree in business administration Engineering / IT Degree qualifications. A combination of the above qualifications will be an advantage 		<p>Essential:</p> <ul style="list-style-type: none"> Required experience: <table border="1" data-bbox="643 752 1323 1061"> <thead> <tr> <th></th> <th>Senior Manager</th> <th>Manager</th> <th>Deputy Manager</th> <th>Assistant Manager</th> </tr> </thead> <tbody> <tr> <td>Overall Experience (Yrs)</td> <td>8</td> <td>6</td> <td>4</td> <td>3</td> </tr> <tr> <td>Relevant Experience (Yrs)</td> <td>5</td> <td>4</td> <td>3</td> <td>2</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Relevant experience in the insurance industry or in the general insurance vertical of an IT organisation, in the area of Data-warehouse & Business Intelligence. In-depth knowledge of Reports (Regulatory & Non-regulatory), MIS & Dashboards used in GI Industry with good experience in DWBI tools (OBIEE). Good knowledge of functions in insurance like Sales & Marketing, Underwriting, Claims, Re-insurance, Accounting & Finance, Operations, Actuarial etc. and Personal Lines and/or Commercial Lines of products. Functional knowledge of Oracle BI Applications Experience in interacting closely with various business groups of the organisation and managing external service providers <p>Preferred:</p> <ul style="list-style-type: none"> Hands-on experience in Data ware-house & business intelligence systems Experience in Oracle Business Intelligence Enterprise Edition will be an advantage. Experience in SAS Master Data Management tool will be an advantage Experience with low-level ad-hoc query tools (Toad, SQLPlus) and a detailed working knowledge SQL queries Knowledge and demonstrable experience in appropriate specialty areas including but not limited to: Analysis and design, Business Intelligence principals, data base analysis, SQL, application support management, financial applications and related data 					Senior Manager	Manager	Deputy Manager	Assistant Manager	Overall Experience (Yrs)	8	6	4	3	Relevant Experience (Yrs)	5	4	3	2
	Senior Manager	Manager	Deputy Manager	Assistant Manager																
Overall Experience (Yrs)	8	6	4	3																
Relevant Experience (Yrs)	5	4	3	2																
Location																				

MUMBAI

Key Responsibility of the Role

The key role of this position is to act as a liaison between the business users in the organization and the software development team to ensure that the assigned business requirements are designed, tested and implemented appropriately. The measure of success in this role is the business owner satisfaction. The role involves business analysis and requirements gathering, analyzing business needs, documenting gaps and developing functional requirements for solutions according to the project schedule. Maintain positive working relationships with internal customers, and promote teamwork in problem resolution. Participate in all stages of the project lifecycle including pre-production stages like Development & System Integration Testing, User Acceptance Testing and training, when appropriate as well as business as usual support for post-production.

Sr.	Key Responsibilities
1	Collect, document, and analyze business requirements, clearly stating project scope, current process and proposed solutions with appropriate recommendations for system changes.
2	Work closely with both the business and IT teams and ensure business requirements are clearly and effectively articulated in a timely and efficient manner.
3	Develop and implement business-testing strategies, by translating business requirements into test plans and analyze results as compared to business requirements.
4	Coordinate and participates in the testing processes including user acceptance, integration testing and regression testing.
5	Work closely with business partners and IT Managers focusing on producing quality deliverables and ensuring business requirements are implemented successfully in an efficient and effective manner.
6	Serve as the bridge between business groups and individuals, and IT and ensure the communication channel is effectively managed.
7	Constantly seek feedback from business on IT and its processes and provide the feedback to IT and ensure that the feedback is implemented to improve IT delivery.
8	Provide project updates to business users.
9	Expert/lead technical role for the direction and development of complex, enterprise class business solutions
10	Drive the business intelligence and data warehouse design in concert with business and IT resources

Technical Skills

Skill	Attribute
Microsoft Office Tools	Should be proficient in the use of tools such as MS Excel, Visio, & Project
Business Analysis Methodologies	<ul style="list-style-type: none"> Should have knowledge of business analysis methodologies and tools. Should have knowledge of tools for requirement gathering, user acceptance testing, defect tracking etc.

Behavioural Skills

Skill	Attribute
Interpersonal skills	<ul style="list-style-type: none"> • Strong interpersonal skills and a people's person. • Establish and maintain good relationships with senior executives, key stakeholders, business analyst teams and external service providers.
Communication skills	<ul style="list-style-type: none"> • Strong communication skills (read, write and speak) including good listening skills. Good knowledge of English and at least one regional language. • Assist in the facilitation of stakeholder meetings. • Experience and understanding of communicating difficult/sensitive information tactfully.
Problem solving	<ul style="list-style-type: none"> • Ability to identify issues and resolve them in a timely and effectively through innovative ideas. • Exhibits confidence and an extensive knowledge of emerging industry practices when solving business problems.
Decision making	Strong leadership skills with ability to make concrete and timely decisions in critical times.

POSITION ID	JOB TITLE	WILL REPORT TO
ITS03031	Assistant Vice President – Enterprise Architecture	Vice President-IT Planning, Strategy, Architecture & Governance
ELIGIBILITY		
Required Qualification	Required Experience	
<p>Essential:</p> <ul style="list-style-type: none"> • A bachelors degree or higher in IT or relevant discipline <p>Preferred:</p> <ul style="list-style-type: none"> • An additional MBA degree from a reputed institute • Enterprise Architecture certification like TOGAF or equivalent • Process related certifications like COBIT, ITIL, Six Sigma etc. • Any certification in Insurance domain will be added plus 	<p>Essential:</p> <ul style="list-style-type: none"> • Minimum 10 years of IT experience • Minimum 4 years of enterprise level Solution Architecture experience • Architecture level and hands on experience in at least two in the following technology domains: <ul style="list-style-type: none"> ○ ESB, specifically Oracle ESB ○ Service-oriented architecture (SOA) and tools like Service Repository ○ Business Process Management and BPEL ○ Mobile solutions ○ Messaging using JMS or MQ • At least 6 years of extensive hands on experience in Java, J2EE technologies • Good exposure to Information Architecture • Thorough understanding of database level challenges and issues specifically using Oracle database • Thorough experience of using XML, XSD, SOAP etc. <p>Preferred:</p> <ul style="list-style-type: none"> • Prior Insurance domain experience, specifically General Insurance • Enterprise Architecture tool implementation experience • Experience in using one of the Architecture tools like System Architect, Troux, Enterprise Architect, Mega etc. • Exposure to Oracle suite of applications • Sound understanding of enterprise level database Architecture • Experience of using database modelling tools like ERWIN • Architecture Governance experience • Good exposure to software engineering methodologies 	
Location		
MUMBAI		
Key Responsibility of the Role		

The key position of Assistant Vice President, Enterprise Architecture attracts the responsibility to strategize, architect, manage and govern enterprise level Architecture at SBI General Insurance. In this key role the incumbent is expected to have thorough grasp of Business and Information Architecture and relate it to Application and Technology landscape. The position is also responsible to bring in innovation in terms of point technology solutions and how can technology create opportunities for business. The position will be custodian of all the Architecture related artifacts and maintain standards, policies, principles and guidelines.

This position will also be responsible to ensure that Enterprise Architecture is followed in practice and be the change agent to ensure Architecture compliance. Working in collaboration with Business Solution team the position will act as the single point of contact for any Architecture related topic

Sr.	Key Responsibilities
1	Custodian of the Enterprise Architecture of the organization
2	Monitor industry trends, publications, electronic information and develop communications that interpret the impact of emerging technologies and events on the company's architectural direction
3	Use analytics and data driven design when creating appropriate solutions for a given technology
4	Review of Solution Architectures with respect to Enterprise Architecture compliance
5	Custodian of Architecture Compliance and Governance
6	Evaluation, selection and implementation of Enterprise Architecture tool
7	Understand and comply with defined standards for regulated IT environment
8	Understand industry standards around technologies
9	Responsible for maintaining the optimal Information Architecture that is mapped to the processes and applications landscape
10	Understand and comply with defined standards for regulated IT environment in terms of Information

Technical Skills

Skill	Attribute
Architecture	Conversant with all the four dimensions of Enterprise Architecture – Business, Information, Application and Technology
Governance	Sound understanding of Architecture Governance at enterprise level
Tools	Hands on experience in standard modelling tools and specialization in Enterprise Architecture tools
Service Oriented Architecture	Thorough understanding of Service Oriented Architecture concepts and management tools
Business Process Management	Thorough knowledge of BPM and BPEL and related tools
Integration Architecture	Sound knowledge of any one of the middleware solutions for messaging and service broking
Java, J2EE technologies	Hands on experience in multiple Java, J2EE applications and platforms
Insurance product	Insurance product experience, particularly non-life insurance

knowledge	
Behavioural Skills	
Skill	Attribute
Team work	Be able to work independently as well as in project team environments
Interpersonal skills	Excellent interpersonal skills demonstrated in previous roles and be able to create consensus among diverse stakeholders with conflicting interests
Problem solving	Knack of thinking out of box in case facing problems
Communication skills	Effective oral and written communication skills including ability to graphically communicate technical data concepts. Clarity and completeness of written and verbal communications
Decision making	Be able to take ownership and make decisions to move ahead on set target
Others	People's person and believer in non-intrusive approach

POSITION ID	JOB TITLE	WILL REPORT TO
ITS04020	Manager - Networks & Unified Communications	Sr. Manager Networks & Unified Communications

ELIGIBILITY

Qualification	Required Experience
<p>Essential:</p> <ul style="list-style-type: none"> A Bachelors degree or higher in IT, Management or equivalent 	<p>Essential:</p> <ul style="list-style-type: none"> At least 6 years hands on experience in Infrastructure IT with 5 years in designing and managing infrastructure architectures covering heterogeneous and complex network environments that include LAN, WAN, routers, network protocols, private networks, modems, switches, storages, firewalls, security, contact centre technologies, IP Telephony, etc <p>Preferred:</p> <ul style="list-style-type: none"> Sound experience in working for medium to large organizations (e.g. banking, insurance and telecommunication services) in managing complex and heterogeneous network environments. Knowledge of operating systems such as Unix, Windows, and Linux. Implementation of Unified Communication setup preferably CISCO unified communications. A good understanding of network operating systems, network equipment and networking protocols is important. Understanding of network capabilities such as LAN, WAN, VPN, switches and routers. Vendor certification (e.g. Cisco Certified Network Associate, Cisco Certified Network Professional, Cisco Certified Internetwork Expert Written). Additional Industry and vendor certifications in the area of expertise are a plus. Experience in dealing with many IT hardware and software providers and service providers.

Location

MUMBAI

Key Responsibility of the Role

This position is responsible for ensuring that the IT Network & Unified Communication including Contact Centre technologies (the EPABX, IVR, CTI, Skill Based call routing, VOIP, Web-chat, IP Telephony, Voice Loggers, Wall board displays etc.) is designed, implemented, monitored and managed in a superior manner using the best practices to meet the current and future needs of the organization. The responsibilities include liaison with the network vendors, Monitor & Manage performance of the Network & Unified Communication Architecture PAN India.

Sr. Key Responsibilities

- 1 Ensure that the IT Network & Unified Communications (IP Telephony) design is superior using the best practices to meet the current and future needs of the organization. The network design should ensure that it is secure, has high availability, low latency and is highly scalable.
- 2 Responsible for ensuring that the contact centre technology components including the EPABX, IVR, CTI, Skill Based call routing, VOIP, Web-chat, Unified communications, Voice Loggers, Wall board displays

	etc. are implemented successfully and properly in a timely manner to meet the business needs.
3	Responsible for maintenance of the Unified communication setup covering Voice, Video, Chat, Fax, Audio / Video Bridges, Soft and Hard end points
4	Ensure that the IT Network is managed and monitored efficiently on an ongoing basis to ensure smooth day-to-day operations.
5	Ensure that all components of the network including firewalls, routers, switches, servers, etc. Are monitored and managed proactively.
6	Responsible for maintenance of the Unified communication setup covering Voice, Video, Chat, Fax, Audio / Video Bridges, Soft and Hard end points
7	Anticipate networking problems and implement preventive measures.
8	Ensure timely user notification of maintenance requirements and effects on system availability.
9	Responsible for roll out of Unified communication setup across SBI General branches
10	Work closely with the IT partner in establishing a strong working relationship.
11	Keep the management abreast on any issues and the performances of the IT partner and service providers on a regular basis.
12	Coordination with Multiple Network Service Provider for issue resolution.
13	Understanding of network monitoring tools like Cisco LMS, HP OVPI, NNM, etc.
14	Weekly and Monthly reporting for Bandwidth utilization & Device Uptime.
15	Constantly seek to get feedback from the business and users of the IT services and take appropriate corrective actions.

Technical Skills

Skill	Attribute
Technology – Network, Unified Communications & Contact Center.	<p>Experience preferred In administering and managing</p> <ul style="list-style-type: none"> • Cisco Router - C7206, C2821, C2811, C2911, C2921, C3800, etc. • Cisco Switch – C6500, C3560, C2960, etc. • Cisco ACE Load Balancer, Wan Compression CWAE. • Cisco Unified Contact Centre Express • Knoahsoft Recording Server, Call recorders, etc. • Cisco Call Manager, Unity unified Messaging • Cisco Meeting Place express, Cisco Unified video advantage, Cisco fax server. • Unified conferencing MCU, Contact centre gateway routers <p>Extensive Hands on knowledge of networking and routing required.</p> <p>Candidates with expertise in competing stack can also apply.</p>

Behavioural Skills

Skill	Attributes
	<ul style="list-style-type: none"> • Strong team player with good interpersonal skills. • Strong communication skills (read, write and speak). • Proven analytical skills with the ability to solve complex problems in an efficient and effective manner. • Ability to work in a dynamic and challenging environment. • Ability to work well under pressure and minimum supervision.

POSITION ID	JOB TITLE	WILL REPORT TO
ITS03011	Senior Manager – Database Administration	Assistant Vice President –Head of IT Infrastructure
ELIGIBILITY		
Qualification	Required Experience	
<p>Essential:</p> <ul style="list-style-type: none"> Bachelor’s degree in Engineering Oracle Certified Professional <p>Preferred:</p> <ul style="list-style-type: none"> Post graduation in IT or Management IT certification on Hardware, Operating systems and Networks ITIL V3 Foundation certification 	<p>Essential:</p> <ul style="list-style-type: none"> At least 8 years experience with technical in implementing, design and build of interfaces/conversion /extension programs in Oracle Applications full cycle of Oracle Process Manufacturing (OPM) in the 11i series required. Prefer experience in R12 as well 8 years experience in high end database deployment, monitoring and management. (RAC, Clustering, High Availability) Research solutions to identify those that can best help serve the needs of the business Provide support for existing applications (reports, interface, conversions, extensions) - critical support to keep the business up and running. Demonstrated ability to work in a team environment including the ability to work collaboratively with business users, IT staff, and various levels of management <p>Preferred:</p> <ul style="list-style-type: none"> Working experience with an IT Service Management Tool, preferably with HP Open View Experience in Project Management and People Management 	
Location		
MUMBAI		
Key Responsibility of the Role		
<p>The position is responsible for Database Creation, Database Configuration, Backup and Recovery, Application and Database Cloning, RAC configuration, Clustering, Performance Tuning and Database Monitoring and Maintenance. This position will oversee best practices deployment of Oracle, SQL, MySQL, DB2 and other propriety databases if any. The responsibilities include liaison with the vendors and monitoring the performance of the vendors against established service level agreements. The position is also responsible for ensuring that appropriate techniques are used to gain maximum advantage of the deployment. Should be proficient in database monitoring tools such as Toad, Oracle Enterprise Manager.</p>		
Sr.	Key Responsibilities	
1	<p>Oracle DBA</p> <ul style="list-style-type: none"> a) Ensure that the database deployed continues to deliver high performance b) 24 X 7 High availability, fault tolerant setups, RAC and Clustered databases are 	

	<p>maintained in healthy condition</p> <ul style="list-style-type: none"> c) The Oracle Database Administrator is responsible for monitoring space usage, starting up and shutting down databases, diagnosing errors, administering distributed databases and developing automated backup procedures. d) Develop appropriate backup and restoration strategy e) Proactively identify and resolve bottlenecks f) Perform data migrations and database applications upgrades g) Creating database administration processes and controls to meet security and compliance audit requirements for ISO27001 h) Manage database storage using oracle ASM and file systems i) Ability to document and implement database administration architectures and operational procedures j) Working knowledge of operating systems – Unix (AIX, Linux, ESX) and Windows versions. k) Implement daily health checkup of databases. l) Thorough knowledge on Oracle RAC, Clustering and Data Guard deployment strategies. m) Analyzing tables and rebuilding indexes. n) Perform Logical and Physical Backups, Cold and Hot Backups, import and exports as and when required. o) Recover database from one node to another node through Recovery Manager. p) Tune databases using SQL scripts using SQL trace, TK Prof, AWR, ADDM.
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2	<p>Application DBA</p> <ul style="list-style-type: none"> a) Installation of Single node and Multi-node Oracle E-Business Suite b) Designing applications required to automate business processes and meet business needs. The resulting design may run on multiple platforms and be composed of multiple software packages and custom components. c) Troubleshoot Oracle Applications including Oracle workflow and concurrent manager d) Maintain and troubleshoot Oracle Workflow, OAM, Notification Mailer systems e) Implement shell or Perl scripting languages as required f) Oracle patching, eBusiness cloning , configuring standalone Discoverer and integrating with Oracle Application 11i , Custom Responsibility, CUSTOM_TOP Setup and Registration g) Performance tuning of OLTP and Data Warehouse databases by using available tools, such as, STATSPACK or AWR Reports h) Adhere to Change, Release, Incident, Problem management processes i) Solving issues related to quality, performance, availability, scalability, and integrity and responsible for functional interface to applications and application usability j) Using Oracle Applications Manager for maintaining the application. k) Maintain the Concurrent manager and Interface Manager on all the environments l) Maintain/Monitor the free space and archive space of all the databases across environments. m) Working knowledge of Databases in various Operating System Environments n) Co-ordination with Oracle for Service Requests.
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Behavioural Skills

Skill	Attribute
	<ul style="list-style-type: none"> • Strong team player with good interpersonal skills. • Strong communication skills (read, write and speak). • Proven analytical skills with the ability to solve complex problems in an efficient and effective manner. • Ability to work in a dynamic and challenging environment.

- | | |
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| | <ul style="list-style-type: none">• Ability to work well under pressure and minimum supervision. |
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Internal Audit, Control & Risk

POSITION ID	JOB TITLE	WILL REPORT TO
IAC02001	Senior Manager / AVP (Internal Audit & Risk)	SVP (Internal Audit, Control & Risk)
ELIGIBILITY		
Required Qualification	Required Experience	
Graduate / Post Graduate Preferred : MBA (Finance) / CA/ ICWA / Internal Audit qualification	Minimum 7 years experience in Insurance Processes Preferred : Experience in internal Audit in Public sector / Private sector General Insurance company	
Location		
Mumbai Corporate Office		
Key Responsibility of the Role		
<ul style="list-style-type: none"> • To evaluate, benchmark and improve the effectiveness of risk management, control, and governance processes • To formulate and execute the approved risk-based annual audit plan • To report findings and recommendations in an internal audit report on a timely basis for improving the organization's operations, in terms of both efficient and effective performance • To ensure all audit findings and recommendations are implemented on target completion date and to escalate any significant concerns • To conduct regional & central reviews in order to assess compliance to laid out processes • To co-ordinate and assist the audit activities organized by the external auditors, local regulatory authorities, and Head Office • To evaluate regulatory compliance program with consultation from legal counsel • To evaluate the organization's readiness in case of business interruption • To provide support to the company's anti-fraud programs • To implement Anti money laundering guidelines. • Any other duties assigned in the scope of Risk management and internal audit. 		

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Legal & Compliance

POSITION ID	JOB TITLE	WILL REPORT TO
CMP03001	Assistant Manager – Legal & Compliance	Dy. Manager – Compliance
ELIGIBILITY		
Required Qualification	Required Experience	
LL.B. or ACS. AIII or FIII preferable.	<p>Fresher if any, should be only from National Law Schools</p> <p>Candidates with Total experience of 2-3 years or more with minimum 1 years (post qualification) experience with any Insurance Company in Compliance & Legal function would be preferred. Exposure on AML compliance is a must for experienced candidates.</p>	
Location		
Mumbai Corporate Office		
Key Responsibility of the Role		
<p><u>Compliance</u></p> <ul style="list-style-type: none"> ➤ Responsible for ensuring the regulatory filings (as applicable to a General Insurance Company) with IRDA and other regulatory bodies. ➤ Responsible for assisting the compliance team in monitoring and ensuring the compliance, as per the compliance program on an ongoing basis, by various internal departments, preparation of compliance manual and regular update of the same. ➤ Responsible for assisting the compliance team to ensure strict compliance with the AML Guidelines, F&U Guidelines and Advertisement guidelines. ➤ Responsible for assisting the compliance team to co-ordinate and assist the Statutory Auditors, Internal auditors and Regulatory Compliance Audit teams in relevant areas. <p><u>Legal</u></p> <ul style="list-style-type: none"> ➤ Assist the legal team in implementing Legal Process Manual ➤ Assist the legal team in Finalisation/Revert on Legal Agreements/documents ➤ Assist the legal team in Contract Management and documentation. ➤ Assist the legal team in drafting legal opinions and revert to legal queries for internal customers. <p><u>PROCESS</u></p> <ul style="list-style-type: none"> ➤ Assist the compliance team to set up systems, manuals and processes for making compliance function a system based function. <p><u>CUSTOMER</u></p> <ul style="list-style-type: none"> ➤ Build network with internal customers within the organization. ➤ Ensure internal customer satisfaction by providing quality and timely feedback / response. 		

Key skills critical for the role:

- Self Motivation, Willing to work independently, Insurance Law Procedures (Thorough with Insurance Laws and related regulations, notifications and circulars), grievance handling with regulatory viewpoint and insight.
- Ability to independently handle Legal, Compliance matters.

Operations

POSITION ID	JOB TITLE	WILL REPORT TO
OPS03005	Branch Operations Head (Grade: Assistant Manager/Sr. Executive)	AVP – Branch Operations
ELIGIBILITY		
Required Qualification		Required Experience
<p>Essential – Graduation/Post Graduation in any faculty from a recognised University/Institution. Strong knowledge of various technology platforms and orientation to modern word-processing and spreadsheet tools.</p> <p>Preferred – Insurance qualifications like Licentiate/Associate from Insurance Institute of India or any Diploma or Certification course from reputed University/Institution Proficiency in Word, XL, Power-point, Microsoft Access.</p>		<p>Essential – Minimum 2.5 years of experience as Team Leader for Policy Issuance Claims Operations Process in an Insurance Company/BPO industry.</p> <p>Preferred – Work experience in a General Insurance industry.</p>
Location (9)		
Baroda (Assistant Manager Grade) Aurangabad, Kanpur, Ludhiana, Raipur, Surat, Tirupati, Vijayawada and Udaipur (Sr. Executive Grade) (1 position in each location)		
Key Responsibility of the Role		
<ol style="list-style-type: none"> 1. Implement work processes; make use of Company's systems and software for issuance of policies, post policy endorsements and servicing for all lines of business from the location. 2. Provide live support to Customer Service Executives on Technical, Systems and IT issues to resolve their matters & timely escalate the same to relevant authorities to provide fast solutions. 3. Define KRAs, KPIs, targets, performance measures for Team and monitor productivity on a scheduled basis. 4. Identify training needs, design training courses, set training schedules, and conduct training sessions for the Operations team in branches. 5. Report to superiors on defined frequency in the manner laid down. 6. Ensure a zero defect policy issuance and post policy issuance activities. 7. Provide efficient Claims services, smooth coordination, follow-up and assistance to service providers. 8. Manage facilities and general administration of the office for smooth business environment and ensure legal and statutory obligations are met at all times. 9. Provide IT, Training, Logistics support to SBI Branches and other Intermediaries for business growth. 10. Support HO-HR in implementation of HR administration at the location. 11. Identify process deficiencies and hindrances, do root cause analysis, work solutions and discuss them with superiors. 12. Play a change manager while implementing new processes when called for. 		

POSITION ID	JOB TITLE	WILL REPORT TO
OPS04003	Customer Service Executive	Branch Operations Head
ELIGIBILITY		
Required Qualification		Required Experience
<p>Essential: Graduation in any discipline from a recognised University/Institution. Good typing skills and orientation to modern word-processing and spreadsheet tools</p> <p>Preferred: Insurance qualifications like Licentiate/Associate from Insurance Institute of India or any Diploma or Certification course from reputed University/Institution</p> <p>Proficiency in Word, XL, Power-point, Microsoft Access and work experience on different General Insurance software platforms</p>		<p>Essential: Minimum six months of experience in working in a clerical/administrative role in a service sector organisation</p> <p>Preferred: Work experience in a General Insurance in Data Entry/Executive profile in Policy Issuance or Claims Processes</p>
Location		
Mumbai, New Delhi, Kolkata, Chennai, Hyderabad, Ahmedabad, Bangalore, Jaipur, Bhubaneswar, Goa, Guwahati, Lucknow, Nagpur, Patna, Pune and Trivandrum (1 vacancy at each location)		
Key Responsibility of the Role		
<ol style="list-style-type: none"> 1. Timely & Accurate Issuance of insurance Policies/Endorsements of SBI General's products using Company prescribed software solutions and in the process laid out on time and ensuring quality of documents. 2. Quality check, monitor pendency and defects on daily basis. Ensuring error free processing of documents at all levels 3. Scan images, generate receipts & banking, give acknowledgements and issue other documents on formats and templates prescribed by the Company. 4. Maintain databases, records, file papers, retrieve as required. 5. Interact with Customers, Relationship Managers, Agents and such other related parties, if required, and support them on sales and service requirements. 6. Maintain records of all activities, jobs, services rendered. 7. Support the reporting authorities in maintaining of office premises, vendor / supplier management and work-environment. 		

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Underwriting & Reinsurance

POSITION ID	JOB TITLE	WILL REPORT TO
UTG04002	Branch Underwriting Manager – (Branches)	Branch Underwriting Manager – Head Office
ELIGIBILITY		
Required Qualification	Required Experience	
Graduate / Post Graduate preferably in Business Administration. All / FIII will be preferred	5 to 10 years of General Insurance Experience in a similar role in the immediate past. Experience in multi product underwriting and in managing a team of underwriters.	
Location (No. of Vacancies)		
Jaipur(1)		
Key Responsibility of the Role		
Leads, directs and manages the Underwriting team of the respective branch, assist Distribution and Technical Underwriting for achieving their business targets, meet the requirements of the SBI General's underwriting philosophy & Guidelines and responsible for achievement of profitability of business. Responsible for the underwriting profitability of the branch.		

POSITION ID	JOB TITLE	WILL REPORT TO
UTG 05003	Deputy Manager/Assistant Manager- Underwriting - Branches	Branch Underwriting Manager (Branches)
ELIGIBILITY		
Required Qualification	Required Experience	
Graduate / Post Graduate preferably in Business Administration. All / FIII will be preferred	2/3 years of General Insurance Experience in Underwriting at Regional / Branch level.	
Location(No. of Vacancies)		
Cochin(1)		
Key Responsibility of the Role		
Responsible for growth and profitability of the Underwriting portfolio at the branch. Provide technical underwriting guidance and direction to Distribution and Underwriting staff as well as Intermediaries. Consider and determine appropriate actions for renewal business. Ensure that branch underwriting operations utilise and adhere to all underwriting philosophies, policies and guidelines to support a disciplined underwriting environment.		

POSITION ID	JOB TITLE	WILL REPORT TO
UTG 04012	Assistant Manager/ Deputy Manager – Risk Management & Survey	Sr. Underwriting Manager – Risk Management & Survey
ELIGIBILITY		
Required Qualification	Required Experience	
Should be an Engineering Graduate preferably in Mechanical, Electrical & Chemical Engineering discipline. AIII / FIII will be preferred	1-2 years of working Experience with at least 1 year in a similar role in Zonal /Regional offices/Branch offices. Should have complete knowledge of risk survey processes and risk assessment & management. Working experience in an Industry will be preferred	
Location		
Mumbai Corporate Office		
Key Responsibility of the Role		
Assists in Managing the risk management portfolio at corporate office. Undertake and provide accurate risk surveys for all classes of business, within agreed service standards and timing. To enable underwriting team to assess business acceptability in accepting or declining risks, assessing and managing accumulation, pricing risks, classification of risks. Assist Distribution network and underwriting team for effective risk assessment and evaluation of risk. Conduct post claim reviews and produce reports of the risks.		

POSITION ID	JOB TITLE	WILL REPORT TO
UTG 05004	Deputy Manager/Assistant Manager- Underwriting - Hyderabad	Branch Underwriting Manager (Hyderabad)
ELIGIBILITY		
Required Qualification		Required Experience
Graduate / Post Graduate preferably in Business Administration. AIII / FIII will be preferred		2/3 years of General Insurance Experience in Underwriting at Regional / Branch level.
Location		
Hyderabad		
Key Responsibility of the Role		
Responsible for growth and profitability of the Underwriting portfolio at the branch. Provide technical underwriting guidance and direction to Distribution and Underwriting staff as well as Intermediaries. Consider and determine appropriate actions for renewal business. Ensure that branch underwriting operations utilise and adhere to all underwriting philosophies, polices and guidelines to support a disciplined underwriting environment.		

Sales & Marketing

Position ID	Job Title	Reporting to
DIS02007	Branch Sales Head (in the grade of Senior Manager/Manager)	SVP (Sales & Marketing) or a person nominated by him
Eligibility		
Required Qualifications	Required Experience	
Graduation in any stream	Minimum of 5 years experience in marketing with at least 4 years in General Insurance industry	
Desired Qualification	Desired Experience	
Post Graduate/MBA with specialization in Marketing or Finance/AIII/FIII	Minimum of 10 years experience in marketing & sales with at least 6 years in General Insurance industry	
Locations		
Aurangabad, Ludhiana, Raipur, Tirupati, Udaipur, Vijaywada, Siliguri, Thane, Jodhpur, Rourkela, Jamshedpur, Jabalpur, Julandhar, Surat		
Key Responsibility of the role		
<ul style="list-style-type: none"> • Analysing general insurance business potential, planning and executing strategies to drive distribution through banc assurance and agency channel, broker and direct channels for various segments(corporate, SME, retail) and products. • Building general insurance business through SBI branch network, SBI Credit Processing Centres and SBI subsidiary and associate companies • Driving branch team towards budgeted GWP achievement and ensuring budgeted GWP is achieved in all segments and all products • Preparing & monitoring periodic sales targets & driving sales initiatives to achieve business goals • Planning & organizing product promotion activities in co-ordination with marketing also finalizing new strategies for product launch • Identifying, enrolling and motivating potential SPs/Agents to generate general insurance business • Playing active role in recruitment of suitable candidates and recommending potential candidates for final round of interview • Identifying and pursuing new business opportunities within the designated branch region • Organizing regular training programs for Channel Partners and sales team using effective sales presentation techniques • Analyzing claim ratios for different products in various channels and ensuring increased focus on products with higher profitability and thereby increasing profitability of the location/unit • Ensure required rate adequacy is maintained across various segments in designated branch. • Ensure employees at branch understand and institute levels of customer-service and quality-of-service consistent with stated goals 		

Retail Sales

Position ID	Job Title	Will Report to
DIS06032	Assistant Manager - Bancassurance (Retail)	Senior Manager/Manager/Deputy Manager - Retail at SBI General Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	Minimum 2 years experience in the General Insurance industry.	
Key Responsibility of the role		
<ul style="list-style-type: none"> • Ensuring strong relationship with bank branches and credit processing centres • Regular product and soft skill training to specified persons across branch network of the bank and credit processing centres • Should ensure effective launch of all promotional campaigns in the channel • Should devise strategy to ensure high product penetration in the Segment • Regular review of sales team and Bancassurance partner in understanding product penetration • Driving & monitoring the sales force for achievement of the budget. 		
Location		
Cochin (1) & Udaipur (1)		

Position ID	Job Title	Will Report to
DIS09042	Unit Manager Agency Retail (Executive/Senior Executive)	Assistant Manager/Deputy Manager/Manager Retail at SBI General Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	Minimum of 2 years experience in marketing with at least 1 year in Insurance industry	
Key Responsibility of the role		
<ul style="list-style-type: none"> • Identifying and enrolling potential/ existing agents/ auto dealers/ travel agents in the respective area to build retail business • Ensuring IRDA certification/ license of each acquired agent • Ensure activation of each acquired agents by working very closely with all agents • Activate licensed agents through mobilization of minimum premium in stipulated time • Agent performance tracking should be done regularly on assigned parameters • Maximize mobilization through regular follow-ups & strengthening of relationships with agents • Ensuring constant updating of team and agent's knowledge on new products and underwriting policies • Should ensure effective launch of all promotional campaigns in the channel 		
Location		
Chandigarh(1), Coimbatore(1), Erode(1) & Tirupur(1)		

POSITION ID	Job Title	Will Report to
DIS09040	Executive (Retail)	Assistant Manager/Deputy Manager in the Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	0-2 years experience in a Financial Sector. Persons having knowledge of General Insurance will be preferred. Knowledge of MS Excel will be preferred. Experience in Banc assurance channel in any General Insurance company will be preferred.	
Key Responsibility of the role		
<ul style="list-style-type: none"> • Responsible for selling SBI General Retail products like Long Term Home, Loan Care etc. through 2 channels: <ul style="list-style-type: none"> ○ SBI Retail credit Processing Centre ○ SBI Loan disbursal branches • Responsible for attaining maximum penetration in both the channels • Responsible for process adherence as per SBI General guidelines and flawless documentation <ul style="list-style-type: none"> ○ Capturing complete and correct data from the customer ○ System entry of the data ○ KYC norm implementation where applicable • Responsible for handling customer query and complaint in the channel where he/she is posted 		
Location		
Kottayam (1), Allapuzha (1), Cochin (1), Kannur (1), Trissur(1), Pali (1), Goa(3)		

Position ID	Job Title	Will Report to
DIS06033	Assistant Manager – Agency (Retail)	Senior Manager/Manager/Deputy Manager - Retail at SBI General Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	Minimum of 3 years experience in marketing with at least 1 year in Insurance industry.	
Key Responsibility of the role		
<ul style="list-style-type: none"> • Identifying and enrolling potential/ existing agents/ auto dealers/ travel agents in the respective area to build retail business • Ensuring IRDA certification/ license of each acquired agent • Induction/training of each acquired agent on product and processes • Ensure activation of each acquired agents by working very closely with all agents • Activate licensed agents through mobilization of minimum premium in stipulated time • Agent performance tracking should be done regularly on assigned parameters • Maximize mobilization through regular follow-ups & strengthening of relationships with agents • Balance agency channel's portfolio within various classes of business and ensure profitability • Ensuring constant updating of team and agent's knowledge on new products and underwriting policies • Should ensure effective launch of all promotional campaigns in the channel 		
Location		
Baroda (1) & Ranchi (1)		

SME Sales

Position ID	Job Title	Will Report to
DIS06031	Assistant Manager - Bancassurance (SME - Small and Medium Enterprise)	Senior Manager/Manager/Deputy Manager - SME at SBI General Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	Minimum 2 years experience in the General Insurance industry.	
Key Responsibility of the role		
<ul style="list-style-type: none"> • Ensuring strong relationship with bank branches and credit processing centres • Regular product and soft skill training to specified persons across branch network of the bank and credit processing centres • Should ensure effective launch of all promotional campaigns in the channel • Should devise strategy to ensure high product penetration in the Segment • Regular review of sales team and Bancassurance partner in understanding product penetration • Driving & monitoring the sales force for achievement of the budget. 		
Location		
Ranchi (1) & Cochin (1)		

Position ID	Job Title	Will Report to
DIS09043	Unit Manager Agency (SME – Small & Medium Enterprise) (Executive/Senior Executive)	Assistant Manager/Deputy Manager/Manager SME at SBI General Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	Minimum of 2 years experience in marketing with at least 1 year in Insurance industry	
Key Responsibility of the role		
<ul style="list-style-type: none"> • Identifying and enrolling potential/ existing agents/ auto dealers/ travel agents in the respective area to build retail business • Ensuring IRDA certification/ license of each acquired agent • Ensure activation of each acquired agents by working very closely with all agents • Activate licensed agents through mobilization of minimum premium in stipulated time • Agent performance tracking should be done regularly on assigned parameters • Maximize mobilization through regular follow-ups & strengthening of relationships with agents • Ensuring constant updating of team and agent's knowledge on new products and underwriting policies • Should ensure effective launch of all promotional campaigns in the channel 		
Location		
Chandigarh(1) & Dehradun(1)		

POSITION ID	Job Title	Will Report to
DIS09041	Executive (SME - Small & Medium Enterprise)	Assistant Manager/Deputy Manager SME in the Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	0-2 years experience in a Financial Sector. Persons having knowledge of General Insurance will be preferred. Knowledge of MS Excel will be preferred. Experience in Banc assurance channel in any General Insurance company will be preferred.	
Key Responsibility of the role		
<ol style="list-style-type: none"> 1. Developing relationship with Bank's staff at SBI's Credit Processing Centres. Coordinating with SPs, for getting detailed information for quote generation. 2. Keeping a track of Renewals as well as new loan sanctions and arranging for Insurance quotation for the same. 3. Capturing data in system for quote after creating customer ID/supporting the SPs on the same. 4. Ensuring relevant details are transmitted to SBI General for policy issuance. 5. Regular follow up with SPs on conversion of leads 		
Location		
Kottayam (1), Kollam (1), Trissur(1), Jodhpur (1) & Dehradun(2)		