

TERMS OF REFERENCE

Post: Senior Officer, IT

Reporting relationship: Head of Department

Gross Salary: - MVR 18,000/-

Employment Type: Ordinary (first year on contract)

RESPONSIBILITIES AND DELIVERABLES:

1. Installing and configuring hardware and software components to ensure usability.
2. Troubleshooting hardware, software, and network issues.
3. Ensuring electrical safety standards are met for the equipment used.
4. Replacing damaged hardware.
5. Upgrading the entire system to enable compatible software on all computers.
6. Installing and upgrading anti-virus software to ensure security at the user level.
7. Performing tests and evaluations of new software and hardware.
8. Providing support to users and being the first point of contact for error reporting.
9. Conducting daily backup operations.
10. Managing technical documentation.
11. Troubleshoot printers, copiers, and scanners.
12. Manage and maintain email system.
13. Update and maintain all configuration records of relevant systems.
14. Update and maintain inventory of all IT related equipment.

EMPLOYEE SPECIFICATION (QUALIFICATIONS AND EXPERIENCE):

1. Completion of MQA Level 7 Qualification in Computing or related field with minimum 5 (five) years of IT experience Or,
2. Completion of MQA Level 5 Qualification in Computing or related field with minimum 8 (eight) years of IT experience.

SKILLS AND COMPETENCIES:

1. Must have knowledge of Microsoft Server Environment.
2. Highly organized, able to multitask and work independently.
3. Ability to provide fast responses and solutions.
4. Good interpersonal and communication skills.
5. Knowledge in networking, Firewalls and configuring Wi-Fi access points, and CCTV.
6. Be updated on the latest IT knowledge, hardware, and applications.
7. Familiar with all Microsoft 365 Applications.