



## National Centre for Information Technology

64, Kalaafaanu Hin'gun, Male', Republic of Maldives

Date: 01<sup>st</sup> February 2023

Announcement Reference no: (IUL)164-HR/1/2023/13

Project	Digital Development Project
Initiative	Government Digital Service (GDS)
Position	Government Digital Service Specialist (Cloud Platform Administrator)
Quantity	1
Type of Contract	Individual
Duration	24 Months

### Terms of Reference

#### A. BACKGROUND

The Ministry of Environment, Climate Change and Technology (Ministry) through the National Centre for Information Technology (NCIT) is implementing the Digital Development Action Plan from the National Resilience and Recovery (NRR) Plan of the Government. The Project will be managed by the Project Management Unit (PMU) setup within NCIT in accordance with NRR and the Digital Development Action Plan developed by the Ministry.

The aim of the Project is to deliver on the digital development pledges of the Government, establishing the foundational components to drive the development of digital government, digital economy and digital society. The Project will prioritize the establishment of a government technology stack and open data platform, enhancing government productivity, enable work from home and hybrid workplaces, enhancing the regulatory framework for digital development, and digital transformation of health and national care systems.



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## B. OBJECTIVES OF ASSIGNMENT

The aim of the Government Digital Service (GDS) Initiative to develop, maintain and provides datacenter and other digital infrastructure services, including the Government Private Cloud, to facilitate secure and efficient provision of government data and digital services across the nation.

The Ministry intends to hire Government Digital Service Specialist. The Specialist(s) will work for the PMU, which has been established to for the implementation of the Digital Development Project. The GDS Specialist will be responsible support for the designing, implementation and operation the National Datacenter and NCN services to support the delivery of the Digital Development Action Plan. Particularly the design, development, and operation of a government-private cloud, connectivity to national Internet Service Providers (ISPs) enabling efficient delivery of digital public services and data via national ISPs. S/he will be responsible for supporting the designing and implementation and operation of the infrastructure services provided by the Government Digital Services.

## C. OVERALL RESPONSIBILITY

The overall responsibilities of the GDS Specialist include, but is not limited to the following:

1. Implementation and operation of infrastructure services provided by the Government Digital Service in accordance with the NRR and Digital Development Action Plan by the Ministry to produce the envisaged outputs and outcomes;
2. Provide support for the design, implementation, and operation arrangements of the GDS activities and ensure that they are carried out in accordance with the best practices and recommendations of technologies used.
3. Identification and resolution of problems both technically and administratively, and support the Technical Lead and Ministry leadership.
4. Support the Technical Lead in planning, implementation, management, and reporting on the progress of the GDS Initiative in accordance with the Digital Development Action Plan by the Ministry and liaise with all partners in implementation including PMU Staff and Contractors, Minister, Permanent Secretary, and Delegated Official of the Ministry on all aspects of the implementation throughout the duration of the Initiative.



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#### D. SCOPE OF SERVICES

The position is within the PMU of NCIT and will be under the supervision of the Technical lead of GDS Initiative. In addition, his/her duties will include, but will not be limited to:

1. Responsible for supporting the Technical Lead and the team in designing and implementing all the cloud platforms and their deployments required.
2. Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, virtualization, cloud infrastructure, and cloud platforms used in the Government digital infrastructure and services provided by NCIT.
3. Provide installation and maintenance of all data center equipment classified as: Computing resources, software used, virtualization tools, and integrate automation processes. Systems and works include (But are not limited to):
  - **Computing Systems:** Servers, Workstations; on UNIX /WINDOWS environments.
  - **Software Systems:** OAM Software, Firmware, Other specific and enterprise level software applications for the provision of digital public services.
  - **Storage systems:** SANs, NAS, other
  - **Virtualization environment:** Network, Storage and Servers
  - **Backup Systems:** Specific tools and software as applicable.
  - **Security:** Ensure security measures are taken for all digital and connectivity services
  - **Capacity planning:** Computing and storage planning and database performance
  - **Managing Inventory:** Receive inventory items and properly log the inventory item; regularly update the condition of the equipment in the inventory.
4. Proactively identify and diagnose the root causes of incidents, develop workaround and fixes, to return services-to-an operational condition before they impact the user/customer.
5. Troubleshoot errors by running diagnostics, documenting issues and their resolutions, prioritizing problems, and assessing the impact of issues.
6. Assist the Operations Team and their support efforts, making sure all GDS applications, Systems, and related equipment problems are resolved in a timely manner with minimal disruptions.



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7. S/he will be responsible for maintaining the integrity, performance, and efficiency of cloud platform services. activities may include migration, design, configuration, installation, and security of the organization's assets both on-premises and in the cloud. The Specialist may act as a liaison with users to address platform-related issues, including backup and restoration activities.
8. Manage licenses and other digital assets managed as part of the platform(s) and/or other cloud services used and/or managed by the GDS team or NCIT. Activities are required to be documented and follow a strategic approach as devised by the Technical Lead of the GDS Team.
9. Implementation of data backup and disaster recovery strategies for different information systems and services used in GDS Infrastructure both on-premises and in the cloud, including facilitating end-users in accessing data that may have been deleted or unavailable. Activities may involve the implementation of automated software solutions or the replacement of hardware and software components.
10. Ensure dependable access and availability to GDS systems or services and troubleshoot and fix issues that compromise system performance or access to a GDS system or service. The responsibility involves regular system improvements, such as upgrades based on evolving end-user and business requirements and changes to technologies.
11. Prioritize and conduct regular maintenance activities and develop fixes where necessary
12. Conduct all operational activities according to the set standards in the organization such as fully adhering to change and configuration management best practices set forth by the GDS Technical Lead.
13. Continuously seek to improve technologies, promoting unused functionality and working with stakeholders to develop new ways of working and improving the digital services infrastructure and provided platforms.
14. Continuously monitor the utilization of the cloud platforms and conduct capacity planning based on growth and demand.
15. Implement upgrades and patches to existing technologies used by the GDS systems and services, keeping them at optimum states, coordinating change activity, engaging with users, and ensuring that upgrades are understood and appropriate.



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16. Implement existing knowledge to assist the whole GDS team in the procurement processes and other administrative aspects to assure a balanced load and smooth workflow in the GDS Team.
17. Provide documentation and technical specifications to the GDS team for planning and implementing new or upgrades that are required to enhance the GDS infrastructure and platforms.
18. Assists in orientations, training programs, and preparation of user training manuals on related job posts and collaborate and be involved in activities to assure knowledge development, sharing, and integration
19. Serves as a link between users (mostly end-users) and IT staff, interpreting user needs and formulating user specifications including complaints and dispute resolution, planning and implementing strategies to reduce user resistance to new or changing systems.
20. Any other duties that may be assigned from time to time.

#### E. QUALIFICATIONS AND EXPERIENCE

1. First Degree/ Professional Certificate in Computer Science or related field, with professional work experience of 3 to 7years or 7 to 10 years or 10 years or more;  
OR  
Masters' Degree and above in Computer Science or related field, with professional work experience of 3 years or more;
2. Demonstrates good oral and written communication skills in substantive and technical areas. A thorough knowledge or demonstrated ability to rapidly acquire knowledge about technical assessments, research processes, procedures for performance monitoring and evaluation;
3. Knowledge and understanding of technical, commercial and legal aspects of government procurement will be an added advantage;
4. Extensive knowledge in Operating Systems, Virtualization, Computing, Enterprise storage systems, open source, Networking technologies and cloud technologies is required
5. Knowledge/experience in IT service management will be an additional advantage
6. In-depth knowledge of cloud technologies and the available platforms.



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7. Should have strong leadership, management, and proactive interpersonal communication skills in presenting, discussing, and resolving difficult issues, and have the ability to work efficiently with a technical team.
8. Excellent writing, editing, and analytical skills and fluent in written and spoken English and Dhivehi.
9. Capability to work independently.
10. Must give attention to details even under pressure
11. Time management skills with the ability to meet deadlines

#### F. ADDITIONAL SKILLS/EXPERTISE

1. Knowledge of different databases (MySQL, Postgress, MSSQL, MongoDB, MariaBD, Oracle) and database types (centralized, distributed, real-time, relational etc).
2. Experience administering production level databases with proficient understanding of with SQL.
3. Knowledge of server hardware and local storage with deployment of physical infrastructure
4. Professional certification in Microsoft Enterprise Architecture, Microsoft Server Administration, Linux Architecture & Administration, Datacenter virtualization (VMWare ESXi), Database Administration (MSSQL, MySQL, PostgreSQL, ORACLE etc) or Storage Administration
5. Solid working knowledge of TCP/IP networking, LAN/WAN internetworking technology (Switching, Routing, & Architecture.)
6. File storage technologies (Local, distributed, NAS, SAN)
7. Familiar with products from VMware, HP, DELL/EMC, Huawei, Cisco and any other major IT vendors
8. Hands on experience in VMware and Hyper-V virtualization solutions. Working knowledge of vSphere specific terminology, concepts and tools, including vCenter, vMotion, powerCLI, HA, vSphere Replication, and data store configuration and management.
9. Experience on Storage Area Network (SAN): DELL: EMC / HPE 3PAR StoreServ, MSA (flash-enabled MSA Storage) and Network Attached Storage (NAS)
10. Experience in handling ASR Series (ASR 900 Series, Broadband Aggregation projects), Datacenter Switches, Nexus Switches and Catalyst 9000 Series switches



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11. Experience in managing Enterprise Grade Server infrastructure including Dell PowerEdge M and MX Blade Systems and HPE BladeSystem.
12. Experience in rolling out and managing cloud platforms.
13. Experience as a global administrator for Microsoft Office 365 environment.
14. Experience in general administration, inventory management and workflow optimization.
15. Experience in rolling out technologies to end users.

#### G. SCHEDULE FOR THE ASSIGNMENT

The duration of the assignment is 24 months with the potential extension based on need and performance. The successful candidate is expected to commence the services in February - March 2023.

This position is based at the PMU at the National Centre for Information Technology.

#### H. REMUNERATION AND OTHER BENEFITS

1. MVR 25,300 – 36,000 per calendar month, based on education and experience, as remuneration for the services provided by the GDS Specialist.
2. Training and travel expenses under the PMU as budgeted under the Project and approved by the Ministry.
3. Participate in the “Maldives Retirement Pension Scheme”
4. Ramadan Allowance
5. Leave in accordance with the rules and regulations of Maldives.

#### I. REPORTING OBLIGATIONS

The GDS Specialist:

1. The role is based within the Project Management Unit under the Government Digital Services Initiative and will be required to provides support to internal and external customers
2. Shall report directly to the GDS Technical Lead on all aspects of GDS infrastructure throughout the duration of the contract.
3. Is expected to report to work on weekdays from 0800 – 1400 hours other than public holidays and provide services for an average of 44 hours a week.



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4. Shall provide all the necessary report and updates to the Technical Lead and Project Manager whenever needed.
5. Is required to report to work in official attire.

#### J. SERVICES AND FACILITIES

1. Office space and other facilities such as computers will be provided as required.

#### K. SELECTION CRITERIA

1. The GDS Specialist will be selected based on the following criteria's

<b>Criteria</b>	<b>Points</b>
Educational Qualification (Section E)	10
Work Experience (Section E)	30
Additional Skills/ Expertise (Section F)	20
Interview	40

#### L. APPLICATION

1. Curriculum Vitae (clearly stating the starting and ending month and year for previous experiences)
2. Copy of the National ID Card
3. Copies of the Academic Certificates.
4. Certificates/Letter of completion from the university.
5. Employment Verification Letter from previous employer(s), detailing the works carried out, details of technologies and equipment involved in the work and duration of the responsibilities.
6. Candidates must submit additional documents to prove expertise/experience in areas highlighted under section E and section F.





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## M. SUBMISSION

Interested candidates may email their proposals on or 1300hrs of 12th February 2023 (Sunday) to the following address. Note that the time that the email is received will be considered as an on-time submission.

Human Resource Section

[jobs@ncit.gov.mv](mailto:jobs@ncit.gov.mv)

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