
TERMS OF REFERENCE (TOR)

Post: IT Officer

No of Vacancy: 01

Post Type: Permanent

Department: Information Systems Department

Reporting to: IS Manager

Background

SME Development Finance Corporation (SDFC) requires an individual with technical knowledge and experience for the position of an IT Officer to provide client support at this corporation.

Objective

The objective is to work under the guidance of IS Manager and System Administrator to attend to the technical issues/helpdesk issues to provide client support to the staff of this corporation. The expected deliverables and requirements are outlined below.

Key Tasks, Responsibilities, and Deliverables:

- Work with the guidance of the System Administrator to provide first-level technical support to end-users, including diagnosing and resolving hardware and software issues.
- Provide support in installing, configuring, and maintaining computer systems, peripherals, and software applications.
- Respond to technical support requests via phone, email, or in person.
- Provide support in maintaining and managing the networks of the corporation.
- Assists in orientations, training programs, and preparation of user training manuals on various network applications.
- Assist in the procurement of IT equipment and software as needed.
- Collaborate with the IS Manager and other team members to maintain IT infrastructure and ensure system stability.
- Keep up to date with the latest trends and developments in the IT industry.
- Any other duties that may be assigned from time to time.

Requirements and Qualifications:

- MQA level 5 or 6 qualifications in Information Technology / Computer Science with 1 Year of relevant experience.

Additional Competencies required:

- Sufficient knowledge of technical support for Office 365 and Windows client environments
- Basic understanding of Linux and Windows Server Environments.
- Basic understanding of TCP/IP protocols.
- Basic understanding of Virtualized environments.

- Strong commitment and willingness to work outside normal working hours when required.
- Ability to lead and work independently.
- Strong interpersonal skills.
- Ability to assess and communicate issues clearly.
- Strong problem-solving skills.
- Attention to detail.
- Strong time management skills.
- Ability to work under pressure and deliver project objectives.

Remuneration Package:

- Gross pay between MVR 14,500 – MVR 15,500 depending on the Qualification and Experience.

Other benefits:

- Health Insurance as per company policy.
- Training and development opportunities.

Working Hours:

- The selected applicant will be required to work from 0800 to 1600 on weekdays.

Documents required with the job application:

- Complete and **up-to-date** Curriculum Vitae (CV).
- Copy of valid National Identity Card.
- Copies of academic certificates with transcripts. (**International certificates must be accredited by MQA**).
- Reference letters from current/ previous employers certifying **type of employment, job roles, and service period**.
- Recommendation letters from previous supervisors or employers (optional).

How to Apply:

- Required documents should be submitted using the link: <https://sdfcmv.aidaform.com/job-application-form-it-officer> before **02nd May 2023, 14:00hours**.

Important notes to applicants:

- Incomplete applications will be rejected without further notice.
- Applications should be submitted only via the given link, applications received via email will be rejected.
- Only short-listed candidates will be notified for an interview.

For inquiries, please contact us on weekdays between 9:00 am to 14:00 pm via phone at 3026016 / 3026018 or email to careers@sdfc.mv