

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



National Centre for Information Technology

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

Date: 28th May 2023

Announcement Reference no: (IUL)164-HR/1/2023/65

Project	Digital Development Project
Initiative	Government Digital Service (GDS)
Position	Government Digital Service Specialist (Cloud Infrastructure 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 communication, design, implementation, and operation arrangements and management 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 communicating, 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 communicating, designing and implementing systems and services provided by the Government Digital Services.
2. Communicate with end-users, institutions, organizations, senior management and other related personnel for the identification of requirements, issues and feedback.
3. Communicate with service providers and their teams for the purpose of escalation and other relevant requirements and follow up as required.
4. Conduct technical tasks such as management of users and licenses and other aspects of the platforms to meet end user requirements.
5. Troubleshoot technical issues that end-users face, inclusive of diagnosing problems, resolving issues, and providing workarounds where possible and escalate issues to the service providers when necessary and assure resolution to issues.
6. Provide training and support to end-users on how to use the services offered by NCIT and other cloud platforms inclusive of creating and delivering training materials, conducting training sessions and managing training sessions offered by the service providers to assuring the platform's effective use by end-users.
7. Communicate between the end users and the senior management of NCIT to effectively manage licenses of the platforms.
8. Document and maintain log of changes and history for licenses, user guides, technical documentation, and support articles where applicable.
9. Create and maintain process documentation, operating procedures and other relevant documentation for administrative and technical tasks such as user provisioning, rollout guides, policy management where required.
10. Proactively communicate with end users and the providers to gain feedback and analyze the requirements and report to the senior management of NCIT where necessary.
11. Responsible for the maintenance, configuration, and reliable operation of services used and offered.



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12. Proactively identify and diagnose the root causes of incidents, develop workarounds and fixes, to return services, and assist the operations team to bring the services hosted in the infrastructure to an operational condition in cases of incidents.
13. Troubleshoot errors by running diagnostics, documenting the issues and resolutions, prioritizing problems, and assessing the impact of issues.
14. 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.
15. Managing, troubleshooting, licensing, and updating hardware and software assets. Require to ensure that appropriate measures are proactively followed in response to unforeseen issues such as digital service or infrastructure downtime or zero-day exploits. Activities are required to be documented and follow a strategic approach as devised by the GDS Technical Lead.
16. Implementation of data backup and disaster recovery strategies for different mission-critical applications used including facilitating end-users in accessing data that may have been deleted or unavailable. Activities may involve the implementation of automated software solutions or replacement of hardware and software components.
17. Ensure dependable access and availability of services and troubleshoot and fix issues that compromise system performance or access to a service. The responsibility involves regular system improvements, such as upgrades based on evolving end-user and business requirements and changes to technologies.
18. Prioritize and conduct regular maintenance activities and develop and deploy fixes where necessary
19. Conduct all operational activities according to the set standards in the organization such as to fully adhere to change and configuration management best practices set forth by the GDS Technical Lead.
20. Continuously seek to improve technologies used, promoting unused functionality and working with stakeholders to develop new ways of working and improving the cloud and on-premise infrastructure services offered.
21. Continuously monitor the utilization of the services and conduct capacity planning based on growth and demand.



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22. Conduct research on available technologies and create necessary documentation to improve the performance, security, integrity, availability, and quality of the services provided.
23. Implement upgrades and patches to existing technologies, keeping them at optimum states, coordinating change activity, engaging with users, and ensuring that upgrades are understood and appropriate.
24. Provide documentation and technical specifications to the GDS team for planning and implementing new or upgrades that are required to enhance services.
25. 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
26. Serves as a link between users (mostly end-users & service developers) 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.
27. Maintain and manage the subscriptions, billing, and other financial aspects to assure all due payments are done in a timely manner and that stakeholders are well informed of the financial status of the subscriptions related to the platforms and services.
28. 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 7 years 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. Knowledge of different databases (MySQL, Postgress, MSSQL, MongoDB, MariaBD, Oracle) and database types (centralized, distributed, real-time, relational etc).
3. Experience administering production level databases with proficient understanding of with SQL.



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4. 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;
5. Knowledge and understanding of technical, commercial and legal aspects of government procurement will be an added advantage;
6. Extensive knowledge in database systems and cloud technologies is required
7. Knowledge/experience in IT service management will be an additional advantage
8. 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.
9. Excellent writing, editing and analytical skills and fluent in written and spoken English and Dhivehi.
10. Capability to work independently.
11. Must give attention to details even under pressure
12. Time management skills with the ability to meet deadlines

F. ADDITIONAL SKILLS/EXPERTISE

1. Knowledge of server hardware and local storage with the deployment of physical infrastructure
2. Professional certification in Administration, Datacenter virtualization (VMWare ESXi) and Database Administration (MSSQL, MySQL, PostgreSQL, ORACLE etc) or Storage Administration
3. Good understanding of TCP/IP networking.
4. Experience with cloud hosting providers, technologies and deployment methods.
5. Good understanding file storage technologies.
6. Experience with object storage technologies.
7. Familiar with products from VMware, HP, DELL/EMC, Huawei, Cisco and 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.



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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 managing Enterprise Grade Server infrastructure including Dell PowerEdge M and MX Blade Systems and HPE BladeSystems.
11. Knowledge of web technologies such as reverse proxies, web servers, load balancers etc.
12. Experience with DNS and DoH.
13. Experience with Cloud Infrastructures such as Microsoft Azure, Amazon Web Services And Google Cloud
14. Experience with containers and Kubernetes
15. Experience with Application Performance Monitoring Methods, Technologies And Methods.
16. Experience as a global administrator in the Microsoft Office 365 Platform

G. SCHEDULE FOR THE ASSIGNMENT

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 June - July 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:



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1. The role is based within the Project Management Unit under the Government Digital Services Initiative and will be required to provide 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.
4. Shall provide all the necessary report and updates to the Technical Lead, and Project Director 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

Criteria	Points
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.



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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.

M. SUBMISSION

Interested candidates may email their proposals on or 1300hrs of 05th June 2023 (Monday) 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

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