

Annex1

TERMS OF REFERENCE FOR IT SERVICE

1. Duties and Responsibilities

- ✓ Managing IT system, infrastructure, and services.
- ✓ Provide day-to-day support to ensure the smooth running of the computers, network devices, printers as well as end-users' requirements
- ✓ Perform the administrative activities associated with maintaining servers, network and PC's, Active Directory, phone systems as well as mobile email support.
- ✓ Making recommendations, such as suggesting appropriate hardware, software, and systems
- ✓ Troubleshoot and resolve application issues, maintain, and update technical support documentation
- ✓ Designing, installing, and testing new systems and software, and fixing any issues that arise
- ✓ Plan and implement network and IT infrastructure security.
- ✓ Providing advice on technology best practices.
- ✓ Develops and conducts various training and instruction for system users on operating systems and other applications; assists users in maximizing the use of networks and computing systems.
- ✓ Maintains confidentiality regarding the information being processed, stored, or accessed by the end-users on the network.

2. Qualifications & Experience of the assigned technician:

- ✓ 5+ years' experience in a similar role.
- ✓ Hands-on experience in Windows server administration, Linux server administration and Network configurations.
- ✓ In-depth knowledge of computer hardware, software, and OS (Windows and macOS)
- ✓ Experience with virtual environments
- ✓ Professional Qualification - Microsoft Certifications (MCSA or MCITP)
- ✓ Ability to cover after-office hours and weekend support if there are any infrastructure issues
- ✓ Excellent written and verbal communication.
- ✓ Creative problem-solving skills.
- ✓ Good management and organizational skills.