



Terms of Reference Computer Technician

A. Background

The National Social Protection Agency (NSPA) is by an executive order mandated under the National Social Health Insurance Act (15/2011) to administer and implement social protection programs. NSPA is also the responsible agency to administer the National Social Health Insurance Act (15/2011), social protection allowances under the Social Protection Act (2/2014) and the disability allowance under the Disability Act (8/2010).

NSPA is working to establish a comprehensive digitalized mechanism to manage information, including a Document Management System (eNSPA), Social Protection Information System (SPIS) and Call Center Management Application. There is also ongoing work to develop a web based online Beneficiary Portal and separate Mobile Application for the existing SPIS, for use by potential beneficiaries to submit applications, for targeting, payment updates, case management and monitoring.

B. Objective

The objective of the proposed assignment is to attend to daily operational IT needs in line with policies of NSPA to improve services delivered effectively.

C. Key tasks and responsibilities

- Regularly monitor the IT infrastructure including servers, networks and workstations to facilitate smooth operations of the agency.
- Maintain a hardware inventory and schedule regular inspection to assess the condition of the equipment and implement measures to extend the lifespan of the hardware acquired for agency's use, to ensure optimal functionality and longevity.
- Coordinate with vendors for warranty support and replacement of faulty hardware.
- Conduct routine checks and preventive maintenance of network and servers to identify and address potential issues before they impact agency's daily operations and monitor server performance and address any issues to prevent downtime and ensure reliability.
- Perform regular audits of network and server configurations to ensure compliance with security features and optimal performance.
- Collaborate with relevant teams and ensure that software and applications used by the agency is up to date and schedule maintenance windows for updates, patches, and security enhancements.
- Regularly update and maintain the agency website to ensure its content and features remain current and relevant.

- Conduct regular security audits and implement measures to protect the website from potential threats.
- Implement and maintain security protocols, including firewalls, antivirus software, and intrusion detection systems to ensure robust security measures.
- Conduct regular security training for agency staff to raise awareness of potential threats and best practices.
- Implement incident response plans to address and mitigate security breaches promptly.
- Provide technical support for phone system users and address any issues promptly.
- Assist in developing clear and concise Standard Operating Procedures (SOPs) for IT operations covering routine tasks, troubleshooting procedures and security protocols.
- Collaborate with the IT Head to ensure SOPs are aligned with overall IT strategy and policies.
- Assist in regularly reviewing and updating SOPs to reflect changes in technology and procedures.
- Implement IT infrastructure to connect satellite officers (Counters at different locations) and other offices, fostering seamless communication and collaboration.
- Evaluate and recommend appropriate technologies to support remote connectivity.

D. Duration

- 2 years

E. Composition of the Review Committee to Monitor Computer Technician's Work

During the course of the contract the Computer Technician will work as a part of NSPA's IT team and report to the head of IT Section at NSPA.

F. Procedure for Review of Outputs

The review processes consist of outputs by the Senior Management of NSPA which grades each point of the outcome accordingly. After driving at a conclusion by the management, each output, based on the necessity, would be communicated to all the parties involved.

G. Qualifications

- Diploma or higher in Information Technology or a related field
- Excellent communication skills in both Dhivehi and English
- Excellent time and task management skills

H. Documents to Submit

- Curriculum vitae of the applicant
- National Identity card of the applicant (Ensure that ID card is not expired)
- Educational certificate & other supporting documents

I. Remuneration Details

The total remuneration package will be MVR 16,840.00 per month (for 2 years)

Details	MVR
Basic Salary	8,000.00
Service Allowance	3,500.00
Technical Allowance	3,500.00
Pension Contribution	560.00
Overtime (capped at 30%)	2,400.00
Total	16,840.00