National Centre for Information Technology

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

Date: 23 April 2024

Announcement Reference no: (IUL)164-HR/1/2024/36

Project	Digital Development Project
Initiative	Government Digital Service (GDS)
Position	Government Digital Service Technician
Quantity	2
Type of Contract	Individual
Duration	24 Months

Terms of Reference

A. BACKGROUND

The Ministry of Homeland Security 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.

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. Support the Operation of infrastructure and other 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 GDS Technical Lead and Ministry leadership.
4. Support the GDS 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.

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:

- Assist the GDS Technical Lead in the day-to-day infrastructure operations and administration tasks.
- Collaborate with the Technical Lead to ensure smooth functioning of GDS infrastructure systems and services.
- Prepare and maintain relevant technical documents, reports, and procedures.
- Provide L1 support to customers, including visiting customer sites and remote locations as required.
- Troubleshoot technical issues and escalate complex problems to the appropriate teams for resolution.
- Assist in the deployment, configuration, and maintenance of infrastructure components.
- Conduct routine system checks and monitor infrastructure performance.
- Assist in the implementation of security measures and ensure compliance with defined policies.
- Collaborate with cross-functional teams to resolve technical issues and ensure effective communication.
- Participate in knowledge-sharing sessions and contribute to the improvement of processes and procedures.
- Stay updated with industry trends and emerging technologies relevant to GDS infrastructure.
- Adhere to safety protocols and ensure a safe working environment.
- Maintain accurate records of activities, tasks, and user interactions.
- Attend training sessions and workshops to enhance technical skills and knowledge.
- Provide input and suggestions for process improvements and operational efficiency.
- Assist in the procurement and inventory management of infrastructure components.
- Collaborate with vendors and service providers to coordinate installations and maintenance.
- Assist in capacity planning and performance optimization of infrastructure resources.
- Support the Technical Lead in managing infrastructure projects and initiatives.

- Respond to user inquiries and provide timely updates on support tickets.

- Maintain a high level of professionalism and customer service in all interactions.

- Assist in conducting regular backups and data recovery activities.

- Collaborate with team members to ensure 24/7 availability of infrastructure services.

- Be available round the clock and exhibit a high level of flexibility to provide support and assistance even during times of minimum rest or outside regular working hours.

- Undertake any other duties assigned by the GDS Technical Lead.

- Perform physical labor-intensive tasks, including cabling, moving infrastructure items, and other manual work, as required for the setup, maintenance, and relocation of equipment.

- Willingly stay on duty for extended periods, if necessary, to ensure uninterrupted operation and timely resolution of infrastructure-related issues.

E. QUALIFICATIONS AND EXPERIENCE

1. First Degree / Professional Certificate in Computer Science or related field, with one or more years in a related field.

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. Knowledge in database systems and cloud platforms.

5. Knowledge/experience in IT technician / administrator will be an additional advantage

6. 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.

7. Excellent writing, editing and analytical skills and fluent in written and spoken English and Dhivehi.

8. Capability to work independently.

9. Must give attention to details even under pressure.

10. Time management skills with the ability to meet deadlines.

F. ADDITIONAL SKILLS/EXPERTISE

1. Knowledge of server hardware and storage systems

2. Knowledge / Experience in Datacenter virtualization (VMWare ESXi) and Database Administration (MSSQL, MySQL, PostgreSQL, ORACLE etc)

3. Good understanding of TCP/IP networking.

4. Good understanding of cloud hosting providers, technologies and deployment methods.

5. Good understanding of file storage technologies.

6. Good understanding of technologies such as reverse proxies, web servers, load balancers etc.

7. Good understanding of DNS and DoH.

8. Good understanding of 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.

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

H. REMUNERATION AND OTHER BENEFITS

1. MVR 25,300.00 per calendar month.

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. 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.
3. 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 National ID Card
3. Accredited copies of Academic Certificates (Only documents accredited by Maldives Qualification Authority will be accepted)

4. Certificates/ Letter of completion from the university together with a written document from Maldives Qualification Authority stating that the course completed is accredited to a certain level.

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 30th April 2024 (Tuesday) 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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