Terms of Reference for Technical and Planning (Assistant Manager)

Post: Technical and Planning (Assistant Manager)

Reporting relationship: Reporting to the Managing Director

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RESPONSIBILITIES AND DELIVERABLES:

- Manage Technical Support and planning functions to meet the company's overall objectives.
- Maintain and manage technical product support and assist and support technicians in executing projects.
- Execute new technical integrations to support related activities on housing projects.
- Monitor progress towards meeting the Social Housing Quality Standard, prepare reports on progress and make recommendations on action required to achieve the given targets.
- Ensure that all the relevant contractual, performance and statutory standards are met.
- Manage the generation and preservation of Company Intellectual Property, including archiving/storage of designs, documentation of know-how, preparation of patent applications and general maintenance of the company's IP portfolio.
- Provide product support and other technical support to operational functions in the most efficient manner for all concerned.
- Maintain a clear view at all times of the Technical Support past and forecast technical performance (both deliverables and spend)
- Physically engage in the design process to create drafts from concept level up to execution level.
- Report regularly on planning and the key aspects of the business, in accordance with routine and ad-hoc reporting requirements.
- Provide relevant technical information to Operations staff to enable proper operation and maintenance of field Technical Equipment.
- Must ensure teams follow the correct procedures, policies and documentation requirements across project phases.

- Responsible for ensuring all technical knowledge, processes, and procedures are developed and updated.
- Provide direction and technical expertise in design, development and systems integration.
- Responsible for the acquisition, maintenance and management of all operational tools for Technical Development and Management.
- Train, guide and mentor technical staff in their day-to-day functions.

REQUIREMENTS

1. MQA level 7 qualification in Architecture/ Design/ Technical or any other relevant field.
2. Proven work experience as a technical officer or in similar field.
3. At least 3-5 years of professional work experience in the related areas including housing, social development, infrastructure, program evaluation and coordination.
4. Experience with office management software such as MS Office (MS Excel and MS Word) and familiar with other designing software such as Photoshop and AutoCAD.
5. Good communication, presentation and writing skills in both English and Dhivehi.
6. Must be able to work independently, be reliable and organized.
7. Proven outstanding quantitative skills, decision-making skills, analytical and problem solving skills.
8. Must be able to provide high-level technical support. Able to make quick decisions and solve technical problems.
9. Experience in troubleshooting, solutions design and development and the ability to understand and adapt client requirements into product solutions development and delivery.