

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT
REPUBLIC OF MALDIVES

Terms of Reference

Position

Senior Network and Systems Administrator (Contract)

Duration

2 years (Renewed based on performance)

Official Working Hours

Sunday to Thursday, 9AM to 3PM

Background and Objective

The Ministry of Social and Family Development is looking for contract staff for its Information Technology Section / Network and Systems Administration Unit. The Information Technology Section is responsible for all the IT infrastructure of the Ministry and its offices/centers across the Maldives. The objective of the staff is to work along with the Information Technology team at the Ministry.

Qualification & Experience

- Bachelor's degree (level 7 or 8) in information technology / systems administration / network administration or related field.
- Minimum 5-7 years of professional work experience in the relevant IT field and having 7-10 years or more experience is a preferred advantage.

Main Tasks & Responsibilities

- Designing, documenting, implementing and maintaining all the network of the Ministry, and assisting in the development and implementation of all relevant guidelines and policies.
- Managing the Ministry's IT infrastructure, this includes installing and configuring servers, firewalls, switches, routers, fingerprint machines, door access devices, camera systems, access points and establish the appropriate network policies.

- Regularly monitor the performance of IT networks and systems, to identify any potential issues or bottlenecks, ensuring the network and systems are up and running smoothly, by analyzing system logs, conducting performance tests, and implementing necessary upgrades or optimizations to improve efficiency.
- Solving and assessing problems in the network and implementing preventive measures to protect the network and servers from malware and hackers, this includes regularly monitoring, documenting, and addressing the servers for any significant unusual activities in the network.
- Implementing and maintaining security measures, such as firewalls, antivirus systems, and access controls, to protect sensitive data, and regularly backup important data to ensure its availability in case of any unforeseen incidents.
- Managing network users, Microsoft365 users, GEMS users, 3CX phone system users, and all user accounts used for external/internal applications and systems.
- Researching the latest network hardware/software technologies and network security issues and using that information to strengthen and develop the network infrastructure of the Ministry.
- Ensuring all network related problems and issues are attended to, resolved promptly, and do everything possible to provision the IT infrastructure without having a downtime.
- Providing and managing access to communication and internet services and resolving any problems or issues promptly through the respective service provider(s).
- Collaborating and working closely with the other IT team members, such as helpdesk and IT officers, and software developers.
- Providing support and guidance related to the IT network, for all staff in the Ministry, its offices and centers across the Maldives.
- Stay at par with the constantly evolving technology, latest trends, and advancements in the IT industry, this includes researching modern technologies, attending IT training sessions or conferences, and continuously learning to enhance technical skills and knowledge.
- If required, supervise and monitor the IT staff and evaluate their work.
- Attend to any other IT related work or tasks assigned by the IT Section HoD.

Required Skills and Technical Expertise

- Excellent communication skills in both Dhivehi and English.
- Excellent task and time management skills
- CloudFlare Administration
- Firewall Administration
- Virtual Environment/VMWare Administration
- Microsoft Server Administration
- Linux Server Administration
- PABX/3CX Administration
- Microsoft365 Tenant Administration
- Hand-on experience in Network and Systems Management and Troubleshooting

Additional Skills as an Advantage

- Strong commitment and willingness to work outside official working hours when required.
- When required, able to travel to Ministry's offices/centers in the greater Male' area and across the atolls for carrying out IT related tasks/activities.
- Ability to work in a team and work independently.
- Analytical mindset and ability to approach challenges creatively.
- Strong interpersonal skills.
- Ability to assess and communicate issues clearly.
- Strong problem-solving skills.
- Attention to detail.
- Ability to work under pressure and deliver project objectives.

Remuneration Details

The remuneration package is between MVR 17,650/- and MVR 19,000/- per month, based on qualification and experience.

	Minimum	Maximum
Salary per Month	MVR 17,650/-	MVR 19,000/-
Pension	MVR 630/-	MVR 700/-
Total after pension deduction	MVR 17,020/-	MVR 18,300/-

Documents to Submit

- Job application form
- Curriculum vitae of the applicant
- National identity card copy of the applicant (Ensure that NID card is not expired)
- Accredited academic certificates and transcripts, experience letters, and other supporting documents

Email the application and documents (in a single PDF file) to <email>

Submission Deadline is on <due date & time>

Selection Criteria

Criteria	Points
Minimum Qualification Required	25%
Minimum Experience Required	15%
Additional Qualification / Experience	5%
Exam	20%
Interview	35%