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## **TERMS OF REFERENCE**

**Post:** Technician

**Section:** Information Technology

**Salary:** MVR 16,200.00 – 18,300.00

**Attendance Allowance:** MVR 50.00 per working day

**Employment Type:** Permanent

### **RESPONSIBILITIES & DELIVERABLES:**

1. Provide technical assistance to users across all sections under the direction of the Head of IT.
2. Assist in the setup, configuration, and maintenance of desktops, laptops, printers, and other IT hardware.
3. Support the DevOps Engineer and Server Administrator in daily system operations, including deployments, server monitoring, and routine maintenance tasks.
4. Help monitor and maintain servers, network equipment, and backup systems to ensure uptime and reliability.
5. Perform routine system checks, backups, and updates as per established schedules.
6. Assist in applying patches, updates, and security configurations across systems and networks.
7. Support the configuration and monitoring of firewalls, switches, IP-PBX, and CCTV systems under supervision.
8. Monitor and report potential system performance issues, security incidents, or network irregularities.
9. Assist in managing hardware and software inventory, including labeling, tracking, and documentation.
10. Provide user-level technical support and troubleshooting for common IT issues both on-site and remotely.
11. Help prepare and maintain technical documentation, checklists, and update logs.
12. Participate in system deployment, migration, and testing activities as guided by the seniors.

13. Provide on-call and after-hours support when required for critical incidents or scheduled maintenance.
14. Maintain continuous communication with supervisors regarding task progress, challenges, and improvement suggestions.

### **QUALIFICATIONS AND EXPERIENCE:**

- MQA Level 4 Qualification in the field of Information Technology with minimum 1 year of progressive IT experience. OR
- GCE A-level 3 passes “C” and above with minimum 5 years of progressive IT experience.

### **SKILLS AND COMPETENCIES:**

#### **Technical Skills:**

- Technical experience in systems and networks troubleshooting.
- Ability to coordinate and resolve technical issues effectively.
- Strong troubleshooting and communication skills.

#### **Added Advantage:**

- Experience in system administration, infrastructure management, or application support.
- Experience in managed networks, enterprise Linux and/or Windows environments.