

## JOB OPPORTUNITY

Reference Number  
MND/PO/J/26/013

Date  
5 July 2026

Maldives Innovation  
and Digital Company

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G. Niusha, 5th Floor  
Lily Magu, Malé 20130  
Republic of Maldives

<b>Post</b>	<b>Solutions Engineer</b>
<b>No of Positions</b>	04
<b>Employment Type</b>	Contractual
<b>Terms of Employment</b>	The duration of the assignment is 1 (one) year from the commencement of work. The contract will be extended after performance analysis at the end of the term.
<b>Location</b>	MINDCo Head Office
<b>Remuneration</b>	Based on qualifications and experience

### SCOPE OF WORK:

The Solutions Engineer, part of the oneGov Solutions Team, is responsible for working with key clients (technical and non-technical) to identify process flows and implement business requirements into the oneGov platform. The role involves service digitalization from pilot stage to production, ensuring successful configuration, testing and service quality assurance, agency onboarding, and maintenance of government services while collaborating with agency focal points to maintain consistent delivery standards.

### DUTIES & RESPONSIBILITES

#### *Training & Onboarding*

- Coordinate with stakeholders within the client's organization to ensure alignment throughout the process
- Deliver client-specific demonstrations and resolve product-related technical questions
- Provide guidance to agency staff on service adoption and platform usage
- Collect feedback to support continuous improvement of training resources

#### *Digital Service Engineering*

- Create solution workflows, collect and review requirements from clients, and reengineer agency processes
- Align business requirements with system procedures and workflows
- Work closely with internal teams to ensure new functionality is available for client needs

- Investigate, analyze, and make recommendations regarding improvements, upgrades, and modifications to the system
- Create and maintain documentation for service configurations and deployment activities

#### *Quality Assurance*

- Execute testing activities and document results to ensure services meet quality and usability standards
- Perform issue validation and coordinate with relevant teams for resolution before deployment
- Support the maintenance of quality assurance checklists and testing procedures

#### *Service Operation and Support*

- Troubleshoot technical customer issues and deliver solutions
- Monitor assigned live services and handle service-related incidents
- Apply configuration fixes and support implementation of preventive measures for recurring issues

### **QUALIFICATION & EXPERIENCE**

The ideal candidate must possess the following qualifications and skills:

- Diploma or Bachelor's Degree in Computer Science or a related field; or 2 years of experience in service digitalization, system configuration, or similar roles.
- Background in both IT and business domains, with ability to bridge technical and operational requirements
- Experience communicating technical concepts to non-technical audiences
- Ability to understand complex business processes and translate them into system configurations
- Familiarity with form builders, workflow tools, or low-code/no-code environments
- Basic understanding of API integrations, data exchange, and system testing processes
- Proven documentation and organizational skills with attention to detail
- Strong written and verbal communication skills in both English and Dhivehi

### **DESIRED SKILLS:**

- Strong interpersonal skills with ability to engage effectively with technical and non-technical stakeholders
- Passionate about improving digital government services and learning new technologies
- Initiative in troubleshooting and continuous learning
- Able to work collaboratively within cross-functional teams and independently with minimal supervision
- Effective time management skills with ability to meet deadlines in a fast-paced, dynamic environment
- Exercises initiative and creativity to complete projects within scope

- Attention to detail and strong documentation skills

**APPLICATION SUBMISSION**

Interested candidates are invited to submit their completed job application form together with an up-to-date CV to [careers@mindco.mv](mailto:careers@mindco.mv) no later than 16:00 hrs on 12<sup>th</sup> July 2026.

**ADDITIONAL DOCUMENTS FOR SHORTLISTED CANDIDATES**

Please be informed that applicants who are shortlisted will be contacted for an interview and will be required to provide the following documents via email to [careers@mindco.mv](mailto:careers@mindco.mv) upon notification:

- A recent passport-size photograph (digital copy)
- A scanned copy of the National ID card
- Scanned copies of educational certificates
- Employment reference letters from previous employers
- Valid police report