

TERMS OF REFERENCE (TOR) FOR IT TECHNICIAN

Post: IT support technician (Officer Grade1)
Post Type: Permanent
Reporting relationship: Reporting to Operations Manager

Key Tasks, Responsibilities and Deliverables:

- Handling and Resolving hardware issues, desktops, printers, and other electrical equipment used in the corporation.
- Providing Desktop support including the following technologies: Microsoft Office 365 products – Outlook, Word, Excel, Access, Internet Explorer, Windows 7, desktops, printers, networked copiers and others as assigned.
- Managing service requests, software installations, new computer setups, upgrades, etc.
- Working with TCP/IP and resolving general networking issues
- Providing investigation, diagnosis, resolution and recovery for hardware / software problems and providing alternatives when unable to resolve.
- Assisting with overseeing the security aspects of the company / project IT set-up including websites that may be hosted internally or externally.
- Identifying and evaluating new technology requirement and make recommendations to the Management
- Deploying new electronic equipment to support the company's innovations.
- Recording and maintaining a log of incident resolutions.
- Acting as a member of the Operations team in providing strategic IT direction for the business and operational support of IT infrastructure, hardware and software.
- Perform other work-related duties and responsibilities assigned by the Management

Requirements:

- Diploma in computing, information technology with minimum 1 year of experience in a related field.
(or) A 'level in Mathematics/Physics with 3-year experience in IT field.
- Proven knowledge of multiple desktop programs, configuration and debugging techniques, experience in phone support and network technologies.
- Good Understanding of Computer Support and Troubleshooting, Knowledge of Windows XP, Vista, 7, Mac OSX, Windows Server products and/or Apple Operating Systems and basic Graphic Applications.

- Working knowledge of Microsoft Windows and MAC client operating systems as well as various software packages including Microsoft Office and Adobe Creative Suite.
- Ability to work effectively in a team and individually
- Ability to communicate/ demonstrate effectively with a wide variety of people in a professional manner, face to face, on the telephone and in writing.

Remuneration package

- Negotiable

Applications, together with the curriculum vitae (CV/resume, covering letter, supported by two nonrelated referees should be mailed to (info@sdfc.mv) or submitted before **26th January 2020** to the address below. Only short-listed candidates will be notified.

SME Development Corporations (SDFC)

Sakeena Manzil, 3rd Floor,

Medhuziyaarai Magu, Malé