TERMS OF REFERENCE (TOR)

Announcement No: SMED/HR/IU/2026/31

Post: Senior IT Officer
No of Vacancy: 01
Post Type: Permanent
Department: Information Systems Department
Reporting to: Manager – Information Systems

Key Tasks, Responsibilities and Deliverables:

Helpdesk and user support

- Act as the first point of contact for IT support requests
- Log, prioritize, track and resolve support tickets within agreed service levels, escalating complex issues to the relevant team.
- Troubleshoot hardware, software, printer, network and connectivity issues for end users.
- Set up, configure and maintain desktops, laptops, mobile devices, printers and peripherals.
- Handle user onboarding and offboarding, including account creation, password resets and access changes.
- Provide user support for Microsoft 365 services, including Outlook, Teams, SharePoint and OneDrive.
- Install, update and support approved business applications on user devices.

IT operations

- Monitor systems, servers, network devices and backups daily, and report or act on any alerts.
- Perform routine operational checks and prepare daily and weekly health reports.
- Apply patches and updates to end-user devices and assist with server patching under supervision.
- Maintain the IT asset inventory, including hardware, software licences and warranties.
- Support the management of user access to file servers and shared resources, following approved procedures.
- Coordinate with vendors and service providers on hardware repairs, warranty claims and service issues.
- Assist with backup checks, restore tests and disaster recovery activities.
- Suggest improvements to support processes based on recurring issues and user feedback.
- Perform any other duties that may be assigned from time to time.

Requirements and Qualifications:

- Minimum Bachelor's Degree qualification in Computer Science / System Administration / Information Technology/ Information security or other ICT related field with minimum 1 year experience in System Administration or in a related IT field. OR,
- Minimum Diploma qualification in Computer Science / System Administration / Information Technology/ Information security or other ICT related field with minimum 5 years' experience in System Administration or in a related IT field.

Other Competencies required:

- Good interpersonal skills and proven ability to work in a highly team-oriented environment.
- Strong commitment and willingness to work outside normal working hours if required.
- Ability to work independently.
- A demonstrated passion for learning new technologies and strong will to explore.
- Resourcefulness and problem-solving aptitude.
- Time management skills and able to prioritize the tasks.
- Ability to work under pressure and deliver project objectives.

Added Advantages:

- Cyber security related certifications will be an added advantage.
- Knowledge of system security, cloud services and data backup/recovery.
- Solid understanding of Windows Server Administration.
- Solid understanding of TCP/IP protocols.
- Solid understanding of virtualized environments.
- Solid understanding of Linux Administration.
- Experience in VMs and Cloud Infrastructure.
- Experience in firewall and server administration.
- Experience in system security and data backup/recovery.
- Experience in the banking or financial services industry.

Remuneration Package:

- Competitive Salary Package.

Other benefits:

- Health Insurance as per Company policy
- Training and development opportunities

Working Hours:

- The selected applicant will be required to work from 0800 to 1600 on weekdays.

Documents required with the job application:

- Complete and up-to-date Curriculum Vitae (CV).
- Copy of valid National Identity Card.
- Copies of academic certificates with transcripts.
- **All international certificates must be accredited by MQA**
- Reference letters from current/ previous employers certifying **types of employment, job roles, and service period.**
- Recommendation letters from previous supervisors or employers (optional).

How to Apply:

- Required documents should be submitted using the link: https://smedmv.aidaform.com/job-application-form-senior-it-officer before **8th November 2026 14:00 hrs.**

Important notes for applicants:

- Incomplete applications will not be accepted.
- Applications should be submitted only via the given link, applications received via email will be rejected.
- Only **short-listed candidates will be notified** for an interview.

For inquiries, please contact us on weekdays between 8:30 am to 14:00 pm 1613 or email at careers@smedigital.mv