بسم الله الرحمن الرحيم

Terms of Reference
Manager - Information Technology
Business Center Corporation

23 September 2020

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1. **Introduction**

   Business Center Corporation (BCC) is a state-owned enterprise (SOE) incorporated in 2017 to coordinate and oversee the management of regional business development service centers (BCs) established by the Ministry of Economic Development, under the SME Act (6/2013). The purpose of the Business Centers (BCs) is to contribute to the establishment of an enabling business environment to support inclusive economic growth by providing and building capacity for sustainable, demand-driven business development services and to facilitate market access which will serve the growth needs of the micro, small and medium-sized enterprise (MSME) sector in the Maldives.

2. **Scope of Work**

   Business Center Corporation seeks to engage a qualified and experienced individual to undertake the responsibilities of the "Manager - Information Technology" with the key tasks and responsibilities as identified in section (3).

   Interested parties are invited to submit their expression of interest for this position as stated in the advertisement published on the national gazette.

3. **Key tasks and responsibilities**

   The Information Technology Manager will be responsible for managing all the computer networks as well as managing telecommunications systems and other electronic support systems related to the company operations. The roles and responsibilities include the following:

1. Maintain organization's effectiveness and efficiency by defining and delivering strategic plans for implementing information technology solutions
2. Verify results by conducting system audits of technologies implemented
3. Develop and implement IT policy and best practice guides for the Corporation
4. Recommend information technology strategies, policies, and procedures in alignment with BCC's strategic plans.
5. Preserve assets by implementing disaster recovery and back-up procedures and information security and control structures.
6. Ensure all data, information, files and documents are safe and secure
7. Coordinate with Internet service providers to ensure internet services are available and properly working
8. Administer the office server and LAN equipment, and occasionally update software and configurations, systems and databases.
9. Ensure network utility procedure is in place as well as all security features, configure network printer and provide user access
10. Provide training on using office intranet, network troubleshooting and archiving official documents and providing user restrictions or access rights.
11. Troubleshoot and monitor network issues that may arise as well as monitor usage and performance and network security access
12. Administer security issues; Detect, remove and prevent virus infiltration for all systems and provide antivirus protection and recommend required software for BCC offices

13. Maintain a guideline of the processes, procedures and troubleshooting including tracking service requests
14. Test and verify newly purchased IT equipment against quotations received and confirm equipment are as per the quotation.
15. Perform site visits as necessary to all BCC offices and project sites to administer the status of IT equipment's and machines and fix any issues
16. Install network elements such as desktop and laptop computers, PDAs, smartphones, GPS-based vehicle monitoring units, and other electronic interfaces used to access the network. This includes creating user accounts and granting access to programs or software based on security clearance.
17. Handle annual budget and ensure cost effectiveness for the IT department

4. Required Qualification and Experience

Master's degree or equivalent qualification in Computer Science or Information Technology or related field.
Minimum five years of relevant work experience

5. Required Competencies

Proven working experience as an IT Manager or relevant experience
Excellent knowledge of computer hardware/software systems
Expertise in data centre management and data governance
Hands-on experience with computer networks, network administration and network installation
Ability to manage personnel
Able to manage confidentiality and handle large volumes of data with professionalism and integrity

6. Work Site
The selected individual is required to be present in Head Office with coordinated visits to sites as necessary

7. Remuneration Package

An attractive remuneration package will be offered to the selected candidate

8. Documents Required

- Job Application Form
- Curriculum Vitae
- Educational Certificates
- National Identity Card
- Police Certificate
- Reference Letters

9. Deadline

Interested parties must submit their applications to hr@bcn.mv by 30th September 2020 1500 hrs

For further information, please email: hr@bcn.mv