PREVENT
DOMESTIC
VIOLENCE

National Centre for Information Technology
64, Kalaafaanu Hin'gun, Male', Republic of Maldives

Date: 26th August 2021

Announcement Reference no: (IUL)164-HR/1/2021/40

Project	Digital Development Project
Initiative	Government Digital Service (GDS)
Position	Government Digital Service Specialist
Vacancy	1
Type of Contract	Individual
Duration	24 Months

Terms of Reference

1. BACKGROUND

The Ministry of Environment, Climate Change and Technology (Ministry) through the National Centre for Information Technology (NCIT) is implementing the Digital Development Action Plan from the National Resilience and Recovery (NRR) Plan of the Government. The Project will be managed by the Project Management Unit (PMU) setup within NCIT and reporting to and working under the guidance of the Ministry.

The aim of the Project is to deliver on the digital development pledges of the Government, establishing the foundational components to drive the development of digital government, digital economy and digital society. The Project will prioritize the establishment of a government technology stack and open data platform, enhancing government productivity, enable work from home and hybrid workplaces, enhancing the regulatory framework for digital development, and digital transformation of health and national care systems.

2. OBJECTIVES OF ASSIGNMENT

The aim of the Government Digital Service (GDS) Initiative is to develop, maintain and provide datacenter and other digital infrastructure services, including the Government Private Cloud, to facilitate secure and efficient provision of government data and digital services across the nation.

The Ministry intends to hire a Government Digital Service Specialist. The Specialist will work for the PMU, which has been established to for the implementation of the Digital Development Project. The GDS

Specialist will be responsible for designing, implementation and operation of the National Datacenter and NCN services to support the delivery of the Digital Development Action Plan. Particularly the design, development, and operation of a government-private cloud, connectivity to national Internet Service Providers (ISPs) enabling efficient delivery of digital public services and data via national ISPs. S/he will be responsible for supporting the designing and implementation and operation of the infrastructure services provided by the Government Digital Services.

3. OVERALL RESPONSIBILITY

The overall responsibilities of the GDS Specialist include, but is not limited to the following:

1. Implementation and operation of infrastructure services provided by the Government Digital Service in accordance with the NRR and Digital Development Action Plan by the Ministry to produce the envisaged outputs and outcomes;
2. Provide support for the design, implementation and operation arrangements of the GDS activities and ensure that activities are carried out in accordance with the best practices and recommendations of technologies used in developing the GDS.
3. Identification and resolution of implementation problems, and support the Project Coordinator and Ministry leadership.
4. Support the Project Coordinator in planning, management and reporting on the progress of implementation of the GDS Initiative in accordance with the Digital Development Action Plan by the Ministry and liaise with all partners in implementation including PMU Staff and Contractors, Minister, Permanent Secretary, and Delegated Official of the Ministry on all aspects of the implementation throughout the duration of the Initiative.

4. SCOPE OF SERVICES

The position is within the PMU of NCIT and will be under the supervision of the Project Coordinator of GDS Initiative. In addition, his/her duties will include, but will not be limited to:

1. Responsible for the supporting the Project Coordinator in designing and implementing the Government Private Cloud.
2. Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization used in the Government digital infrastructure and services provided by NCIT.
3. Provide installation and maintenance of all datacenter equipment classified as: Computing resources, software used, virtualization tools, and integrate automation processes. Systems and works includes (But not limited to):
   - **Computing Systems:** Servers, Workstations; on UNIX /WINDOWS environments.

- **Software Systems:** OAM Software, Firmware, Other specific and enterprise level software applications for the provision of digital public services.
- **Storage systems:** SANs, NAS, other
- **Virtualization environment:** Network, Storage and Servers
- **Backup Systems:** Specific tools and software as applicable.
- **Security:** Ensure security measures are taken for all digital and connectivity services
- **Capacity planning:** Computing and storage planning and database performance
- **Managing Inventory:** Receive inventory items and properly log the inventory item; regularly update the condition of the equipment in the inventory.
- **Cyber Security:** Vulnerability scanning, Security scanning, Penetration testing, Risk assessment of digital services provided by the government.

4. Perform penetration tests on computer systems, networks and applications. Create new testing methods to identify vulnerabilities. Perform physical security assessments of systems, servers and other network devices to identify areas that require physical protection.
5. Proactively identify and diagnose the root causes of incidents, develop work arounds and fixes, to return infrastructure to an operational condition before they impact the user/customer.
6. Troubleshoot hardware and software errors by running diagnostics, documenting the issues and resolutions, prioritizing problems, and assessing impact of issues.
7. Ensure all GDS applications, Systems, and related equipment problems are resolved in a timely manner with limited disruptions.
8. Testing and assessing the integrity, performance, and efficiency of database systems. Database management activities may include migration, design, configuration, installation, and security of the organization's data assets. The Specialist may act as liaison with users to address database related issues, including backup and restoration activities. This include MSSQL, MySQL, PostgreSQL and other industry renowned databases.
9. Installation and Maintenance of the systems; responsible for managing, troubleshooting, licensing, and updating hardware and software assets. Require to ensure that appropriate measures are proactively followed in response to unforeseen issues such as digital service or infrastructure downtime or zero-day exploits. Activities are required to be documented and follow a strategic approach as devised by the Project Coordinator.
10. Implementation of data backup and disaster recovery strategies for different information systems used in GDS Infrastructure including facilitating end-users in accessing data that may have been deleted or unavailable. Activities may involve implementation of automated software solutions or replacement of hardware and software components.
11. Ensure dependable access and availability to GDS systems and troubleshoot and fix issues that compromise system performance or access to an GDS service. The responsibility involves regular system improvements, such as upgrades based on evolving end-user and business requirements and changes to technologies.

12. Prioritize and conduct regular maintenance activities and develop fixes where necessary
13. Conduct all operational activities according to the set standards in the organization such as to fully adhere to change and configuration management best practices set forth by the Project Coordinator.
14. Continuously seek to improve technologies, promoting unused functionality and working with stakeholders to develop new ways of working and improving the digital services infrastructure.
15. Continuously monitor the utilization of the infrastructure and conduct capacity planning based on growth and demand.
16. Implement upgrades and patches to existing technologies, keeping them at optimum states, coordinating change activity, engaging with users and ensuring that upgrades are understood and appropriate.
17. Provide documentation and technical specifications to GDS team for planning and implementing new or upgrades that are required to enhance the GDS infrastructure.
18. Assists in orientations, training programs, and preparation of user training manuals on related job posts and collaborate and be involved in activities to assure knowledge development, sharing and integration
19. Serves as a link between users (mostly end-users) and IT staff, interpreting user needs and formulating user specifications including complaints and dispute resolution, planning and implementing strategies to reduce user resistance to new or changing systems.
20. Any other duties that may be assigned from time to time.

5. QUALIFICATIONS AND EXPERIENCE

1. First Degree/ Professional Certificate in Computer Science or related field, with professional work experience of 7 years or more;

OR

Masters' Degree and above in Computer Science or related field, with professional work experience of 3 years or more;
2. Demonstrates good oral and written communication skills in substantive and technical areas. A thorough knowledge or demonstrated ability to rapidly acquire knowledge about technical assessments, research processes, procedures for performance monitoring and evaluation;
3. Work experience with Cyber Security, Operating Systems, Virtualization, Computing, Enterprise storage systems, open source solutions, Networking technologies and cloud technologies.
4. Should have strong leadership, management, and proactive interpersonal communication skills in presenting, discussing, and resolving difficult issues, and have the ability to work efficiently with a technical team.
5. Excellent writing, editing and analytical skills and fluent in written and spoken English.
6. Capability to work independently.

7. Must give attention to detail even under pressure
8. Time management skills with the ability to meet deadlines

6. ADDITIONAL SKILLS/EXPERTISE

1. Experience in cyber security, penetration testing or similar experience.
2. Professional certification in Microsoft Enterprise Architecture, Microsoft Server Administration, Linux Architecture & Administration, Datacenter virtualization (VMWare ESXi), Database Administration (MSSQL, MySQL, PostgreSQL, ORACLE etc) or Storage Administration.
3. Professional certification in Cisco Data Center and/or Enterprise network products.
4. Other professional certifications related to data-centre technologies and software applications.
5. Knowledge of different databases (MySQL, Postgres, MSSQL, MongoDB, MariaBD, Oracle) and database types (centralized, distributed, real-time, relational etc).
6. Experience in administering production level databases with proficient understanding of SQL.
7. Experience with server hardware and local storage with deployment of physical infrastructure
8. Experience with File storage technologies (Local, distributed, NAS, SAN)
9. Solid working knowledge of TCP/IP networking, LAN/WAN internetworking technology (Switching, Routing, & Architecture.)
10. Experience in implementation of VMware and Hyper-V virtualization solutions. Working knowledge of vSphere specific terminology, concepts and tools, including vCenter, vMotion, powerCLI, HA, vSphere Replication, and data store configuration and management.
11. Experience on Storage Area Network (SAN): DELL: EMC / HPE 3PAR StoreServ, MSA (flash-enabled MSA Storage) and Network Attached Storage (NAS)
12. Experience in handling ASR Series (ASR 900 Series, Broadband Aggregation projects), Datacenter Switches, Nexus Switches and Catalyst 9000 Series switches
13. Experience in managing Enterprise Grade Server infrastructure including Dell PowerEdge M and MX Blade Systems and HPE BladeSystem.
14. Experience with cloud services such as AWS, Digital Ocean, Google Compute Engine, Oracle, Microsoft Azure or similar products.
15. Knowledge/experience in IT service management will be an additional advantage.
16. Familiar with products from VMware, HP, DELL/EMC, Huawei, Cisco and any other major IT vendors.

7. SCHEDULE FOR THE ASSIGNMENT

Duration of the assignment is 24 months with the potential extension based on need and performance. The successful candidate is expected to commence the services in September 2021.

This position is based at the PMU at the National Centre for Information Technology.

8. REMUNERATION AND OTHER BENEFITS

1. MVR 23,490 – 32,400 per calendar month, based on education and experience, as remuneration for the services provided by the GDS Specialist.
2. Training and travel expenses under the PMU as budgeted under the Project and approved by the Ministry.
3. Participate in the "Maldives Retirement Pension Scheme"
4. Ramadan Allowance
5. Leave in accordance with the rules and regulations of Maldives.

9. REPORTING OBLIGATIONS

The GDS Specialist:

1. The role is based within the Project Management Unit under the Government Digital Services Initiative and will be required to provides support to internal and external customers
2. Shall report directly to the GDS Project Coordinator on all aspects of GDS infrastructure throughout the duration of the contract.
3. Is expected to report to work on weekdays from 0800 – 1400 hours other than public holidays and provide services for an average of 44 hours a week.
4. Shall provide all the necessary report and updates to the Project Coordinator and Project Director whenever needed.
5. Is required to report to work in official attire.

10. SERVICES AND FACILITIES

1. Office space and other facilities such as computers will be provided as required.

11. SELECTION CRITERIA

1. The GDS Specialist will be selected based on the following criteria's

Criteria	Points
Educational Qualification (Section E)	10
Work Experience (Section E)	20
Additional Skills/ Expertise (Section F)	30
Interview	40

12. APPLICATION

1. Curriculum Vitae (clearly stating the starting and ending month and year for previous experiences)
2. Copy of National ID Card
3. Accredited copies of Academic Certificates (Only documents accredited by Maldives Qualification Authority will be accepted)
4. Certificates/ Letter of completion from the university together with a written document from Maldives Qualification Authority stating that the course completed is accredited to a certain level.
5. Copies of professional certificates/ Short term trainings
6. Employment Verification Letter from previous employer(s), detailing the works carried out, details of technologies and equipment involved in the work and duration of the responsibilities.
7. Candidates must submit additional documents to prove expertise/experience in areas highlighted in section

13. SUBMISSION

Interested candidates may email their proposals on or before 1330 hrs of 02nd September 2021 (Thursday) to the following address. Note that the time that the email is received will be considered as an on-time submission.

Human Resource Section

jobs@ncit.gov.mv

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