**ROYAL UNIVERSITY OF BHUTAN**

**POSITION PROFILE**

1. **JOB IDENTIFICATION:**
   1. **Position Title :** Senior**/**ICT Officer/Assistant ICT Officer
   2. **Position Level :** PL– 6/7/8
   3. **Occupational Group** : Administrative & Technical
   4. **College/OVC** : Gedu College of Business Studies
2. **MAIN PURPOSE OF THE POSITION:**

2.1 Provide efficient and effective support on a day to day basis to users of the network systems.

2.2 Resolve software and hardware support personally.

2.3 Support the network infrastructure to ensure that it provides a secure, stable environment for educational applications.

**3. GENERAL ROLES AND RESPONSIBILITIES:**

* 1. Apply fundamental concepts, practices, procedures and existing policies and guidelines in specialised areas of information technology;
  2. Implement activities related to development of infrastructure and facilities for ICT based networking;
  3. Ensure LAN and Internet connectivity always;
  4. Ensure that the security of the data and systems are not compromised;
  5. Manage and maintain all network components of an agency, since network needs 24/7 uptime;
  6. Maintain detailed documentation of all work performed, sufficient to allow independent generation of the same process and the results.
  7. Assist in setting and coordinating priorities for allocation of budget for ICT based on the requirements of the organisation;
  8. Assist in identifying and arranging appropriate skills for ICT personnel in the organisation;
  9. Assist in establishing long and short term goals and sets priorities in the area of information technology;
  10. Participate in negotiations for software purchases with vendors; oversees the maintenance of licenses resulting from such purchases;
  11. Maintain detailed documentation of all work performed, sufficient to allow independent generation of the same process and the results;
  12. Assist in the writing of research papers, briefs and reports, discussion materials; and
  13. Carry out any other task that may be assigned from time to time.

4. **SPECIFIC ROLES AND RESPONSIBILITIES:**

4.1 Practical knowledge of computer operations and experience in supporting Microsoft operating systems and office applications, telecommunications equipment and other ICT hardware.

4.2 Knowledge, experience and understanding of a networking including wireless configuration.

4.3 Knowledge of server configuration using Linux.

4.4 Install and configure servers

4.5 Operation and management of servers

4.6 Operation and management of ICT services

4.7 Operation and management of cloud server technology (Proxmox)

4.8 Install, configure and manage KOHA library system

4.9 Install, configure and manage Moodle VLE system

4.10 Install, configure and manage DNS server

4.11 Install, configure and manage web server (Word Press)

4.12 Install, configure and manage file server

4.13 Install, configure and manage database server

4.14 Install, configure and manage PF sense security system

4.15 Install, configure and manage UniFi Pro WiFi system

4.16 Design and implement network for both LAN and WLAN

4.17 Revise and document IT policies and procedures for the college

4.18 Provide on-the-job training and guidance for the ICT staff

4.19 Plan and roadmap day-to-day operations for ICT staff

5. **KNOWLEDGE, SKILLS & ABILITIES (KSA) REQUIREMENTS:**

**5.1 Education:** MTech IT/CS, MEng IT/CS, MSc IT/CS, BEng IT/CS, BSc IT/CS, BTech IT/CS

**5.2 Experience:** Experienced in networking and System Administration.

**5.3 Knowledge Skills and Abilities:**

5.3.1 Conversant in the area of responsibilities both in terms of technical knowledge and changing environment.

5.3.2 Good communication skills both in terms of written and spoken.

5.3.3 Sound analytical skills with knowledge in planning, management and execution of projects and activities.

5.3.4 Ability to keep up-to-date information in the area of responsibilities and provide timely information for informed decision making.

5.3.5 Ability to work in teams and ready to work beyond working hours.

5.3.6 Capable of coping with pressures of the job and meeting deadlines and competing demands.

5.3.7 Ability to understand, troubleshoot and resolve software issues.