

## **TERMS OF REFERENCE**

**Post:** IT Technician

**Reporting relationship:** Director, IT and Infrastructure

**Gross Salary:** MVR 13,485

### **RESPONSIBILITIES AND DELIVERABLES**


- Diagnosing and resolving hardware, software, and network issues for employees, including desktops, laptops, printers, and other IT equipment.
- Managing user accounts and permissions, including setting up new users, modifying access rights.
- Attending and resolving IT support requests from employees
- Managing and maintaining inventory of IT equipment
- Identifying and addressing any shortages in IT systems or tools and recommending appropriate upgrades or replacements to ensure optimal performance and efficiency.
- Implementing and maintaining firewalls, antivirus software, and other security measures to safeguard IT systems from threats.
- Conduct regular maintenance tasks on IT equipment and systems to ensure optimal performance, security, and compliance with organizational policies and standards.
- Providing assistance to senior IT officers in completing assigned tasks.
- Any other duties that may be assigned from time to time.

### **EMPLOYEE SPECIFICATION.**

- Completion of MQA Level 4 Qualification in Computing or related field or,
- Completion of MQA Level 3 Qualification in Computing or related field with minimum 1 (one) year of professional work experience in the field.

### **SKILLS AND COMPETENCIES**

- **Technical Proficiency:** Proficient in diagnosing and resolving hardware, software, and network issues across various platforms and technologies.
- **Collaboration:** Work effectively with colleagues to achieve common goals and objectives.

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- **Analytical Skills:** Problem-solving skills to quickly identify root causes of IT problems and implement effective solutions.
  - **Adaptability:** Ability to adapt to changing technology environments and quickly learn new tools and technologies as needed.
  - **Communication:** Strong interpersonal and communication skills to collaborate with colleagues, stakeholders, and vendors effectively
  - **Knowledge of using Microsoft Server,** including managing Active Directory, Group Policy, DNS, and DHCP, would be an added advantage.
  - **Knowledge of Microsoft 365 Apps and administration** would be an advantage.