

TERMS OF REFERENCE FOR SR ICT OFFICER
ADMINISTRATION AND SUPPORT DIVISION

1. OVERALL JOB DESCRIPTION

Designation: Sr. ICT Officer
Division: Administration and Support Division
Supervising Officer: Chief Administration Officer
Duty Station: De-suung Head Quarter, Thimphu

Sr. IT Officer shall be placed under Administration and Support Division and report to Chief Administration Officer who shall be the Head of the Division. He/she shall ensure stable and smooth operation of all IT related functions.

2. JOB RESPONSIBILITY

His/her responsibilities shall be:

- Plan, design, develop and launch effective information systems and operation systems in support of organizational functions;
 - Upgrade system by developing, testing, evaluating, and installing enhancements and new software;
 - Design, build and implement new web pages and sites;
 - Ensure stable and smooth operation of De-suung MIS systems;
 - Troubleshoot and resolve any issues pertaining to De-suung MIS systems
 - Analyze and resolve end user software program connectivity issues in a timely and accurate fashion and provide end user training where required;
 - Build the operations end of the organization's website and keep them functioning smoothly;
 - Coordinate the planning, maintenance and accessibility of the website content in a way that ensures consistency of the website's look and feel;
 - Perform day-to-day administration of the organization's web portfolio;
 - Formulation and implementation of Information Technology and Knowledge management strategy to guide the organization's future directions;
 - Management of all IT personnel, resources and operations of the organizations;
 - Oversees requirement gathering, design, development, testing and deployment of ICT related projects.
 - Protocol with outside agencies on behalf of De-suung on matters related ICT.
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4. QUALIFICATION & EXPERIENCE

He/she must/should have:

- Minimum of Bachelors Degree in Information Technology/ B. Tech Computer Science/ Electronic Engineer
 - Minimum of 5 years of experience in related field
 - Undergone De-suung Integrated Training
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5. SKILLS, KNOWLEDGE AND ATTRIBUTES

- Knowledge of different operating systems and all related utilities;
 - Knowledge of relational databases, database management and software engineering;
 - Good knowledge of programming languages, web development software and networking tools;
 - Ability to analyze unfamiliar data structure;
 - Ability to think logically and to solve problems analytically;
 - Extensive knowledge and experience in information technology. Ability to formulate strategies and policies;
 - Strong interpersonal and communication skills;
 - High integrity/ethics;
 - Strong inter-personal skills and ability to develop and foster meaningful relationship with relevant stakeholder;
 - Strong oral and written communication skills;
 - Ability to work productively in teams consisting of people with different technical backgrounds.
 - Ability and desire to complete works/projects under deadlines.
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