

## Terms of Reference

Position & Grade/Category: M2 (Manager)  
Place of employment: FITI Secretariat, Changeney, Thimphu  
Employment type: Regular

Designation	Salary (Nu.)	Min. work experience	Education & Other requirement
IT Officer	25,460 –637–34,626	3 Years	<ul style="list-style-type: none"><li>• Bachelor's degree in IT/CA/IS</li><li>• Preferably with strong knowledge and skills in network and web design, and</li><li>• Hands-on skills in use of designing platforms such as InDesign, Photoshop etc.</li><li>• Teaching experiences would be added value</li></ul>

### Benefits and allowances;

- HRA: 20% of basic pay
- PBVP: 15% of basic pay
- Other benefits as per FITI Service Rules and Regulations

### Major Duties and Responsibilities

#### 1. Web Administration

- 1.1. Maintain website for clients and businesses by ensuring all information on the website is accurate and up to date;
- 1.2. Ensure that the website promotes and advertises events of the institute timely;
- 1.3. Ensure the web servers, hardware and software is operating accurately;
- 1.4. Generate and revise web pages;
- 1.5. Configure relevant web servers for office use;
- 1.6. Redesign and redevelop website as per the requirement; and
- 1.7. Innovate and integrate latest technologies to create/ make dynamic site.

#### 2. Network Administration

- 2.1. Design, organize, modify, install, and support an institute's computer systems;
- 2.2. Install and support LANs, WANs, network segments, Internet, and intranet systems;
- 2.3. Install and maintain network hardware and software;
- 2.4. Monitor networks to ensure security and availability to specific users;
- 2.5. Evaluate and modify system's performance;
- 2.6. Determine network and system requirements;
- 2.7. Maintain integrity of the network, server deployment, and security;
- 2.8. Ensure network connectivity throughout institute's LAN/WAN infrastructure is on par with technical considerations;
- 2.9. Assign routing protocols and routing table configuration;
- 2.10. Assign configuration of authentication and authorization of directory services;

- 2.11 Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers;
- 2.12. Maintain network servers such as file servers, VPN gateways, and intrusion detection systems; and
- 2.13. Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, software deployment, security updates and patches.

### **3. System Administration**

- 3.1. Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and operational requirements;
- 3.2. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups;
- 3.3. Perform regular security monitoring to identify any possible intrusions;
- 3.4. Perform daily backup operations (regular file archival and purge as necessary), ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary;
- 3.5. Repair and recover from hardware or software failures, and coordinate and communicate with impacted users;
- 3.6. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary;
- 3.7. Perform periodic performance reporting to support capacity planning; and
- 3.8. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.

### **4. Media & Communication**

- 4.1 Serve as the focal point for all media related issues concerning FITI;
- 4.2 Suggest / develop various platform to disseminate news, information and updates of the institute;
- 4.3 Maintain FITI's social media sites and perform daily monitoring, posting and content development;
- 4.4 Design pamphlets and brochures for the institute's courses and advertisement as and when required.

### **5. Others**

- 5.1. Coordinate and team-up with other faculties and staffs for smooth functioning of the Institute's program;
  - 5.2. Be custodian of computer lab, server rooms and all IT related facilities;
  - 5.3. Assist trainers in using equipment, devices and others in training/lecture halls; and
  - 5.4. Carry out all assigned tasks directed by the CEO.
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