

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



مركز المعلومات الوطني

NATIONAL CENTRE FOR INFORMATION TECHNOLOGY

Ref no: (IUL)164/1/2017/59

Date: 07th November 2017

E-SERVICE SUPPORT TECHNICIANS

INTRODUCTION

The National Centre for Information Technology (NCIT) wishes to hire **02 (Two)** energetic, self-motivated, organized and enthusiastic e-Service Support Technicians.

OBJECTIVES

The objective of the hired persons is to work as a team under NCIT's guidance for rollout of the eGovernment services as part of the eService Rollout Project.

DURATION

1 Year (Renewable based on performance)

KEY TASKS AND RESPONSIBILITIES

1. Identify and troubleshoot issues encountered in the eGovernment service applications according to the SOP set by NCIT
2. Provide first level assistance to customers of eGovernment service application according to the SOPs set by NCIT including answering phone calls at the Helpdesk, replying to emails, tracking issues and initiating solutions to further improve the processes according to best practice.
3. Assist in the rollout process of eGovernment service applications
4. Preparing and updating process-based training materials, FAQ, training videos, user guides and other required documentations necessary to ensure that the rollout out process goes smoothly according to the procedures and guidelines set by NCIT.
5. Arrange transportation to islands and travel to islands to rollout eGovernment service applications to organizations in the islands
6. Manage and carryout all activities involved in the rollout of eGovernment services and provide onsite support to end-users
7. Provide eGovernment service training to the required staff and management of organizations and individual clients if required.
8. Maintain records of training programs, user accounts and meeting minutes according to the procedures and guidelines set by NCIT
9. Conduct functional and quality testing of ready-to-rollout eGovernment service applications.
10. Monitoring the performance of the NCN network and to troubleshoot all areas including cables, and other media linked to the network configuration.

11. Offering technical support on phone and via email across the Government Organizations, and troubleshooting a variety of computer issues, network usage and peripheral issues across Government Organizations
12. Technical Support for software's of Government Offices
13. Perform all other tasks or activities required to fulfill the contractual obligations including day-to-day administrative tasks, planning, exchanging correspondence, etc.

MANDATORY REQUIREMENTS

EDUCATION

- Cambridge International General Certificate of Secondary Education (IGCSE) or General Certificate of Education (GCE) Ordinary-Level Exam with minimum "C" Grade in 3 subjects
- General Knowledge in Information Technology

ADDED ADVANTAGE

- Previous experience in service rollout
- Good skills in written and verbal communication in Dhivehi and English
- Ability to travel and spend long periods of time in the islands.
- Preference will be given to those who can work in 24 hours duty roster

PERSONAL SKILLS & COMPETENCIES

- Strong commitment and willing to work outside normal working hours when required
- Strong flexibility and willingness to learn
- Strong interpersonal skills.
- Presentation skills.
- Ability to assess and communicate issues clearly.
- Strong problem-solving skills.
- Ability to work independently.
- Ability to undertake both technical and administrative works.

REMUNERATION

Basic Salary MVR 4,465/-

Service Allowance MVR 3,062/75

WORKING HOURS

Full time: 8:00am – 2:00pm (if required 4:00 pm, time should be adjustable in order to achieve the objectives)

CONTENTS OF JOB APPLICATION

The job applications should comprise the following documentation and late submission of any of the documents will not be accepted:

1. Letter requesting for the job,
2. Copy of Identification Card,
3. Copies of academic certificates (Accredited and attested)

4. CV
5. Copies of reference produced by previous employers

Interested candidates please apply in writing with CV and copies of relevant certificates to:

National Centre for Information Technology
64, Kalaafaanu Hin'gun,
Male', Republic of Maldives
Phone: + (960) 334 4000/ Fax: (960) 334 4004

OR email to: jobs@ncit.gov.mv

Deadline: 16th November 2017, before 13:30pm