

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



مركز المعلومات الوطني

NATIONAL CENTRE FOR INFORMATION TECHNOLOGY

Ref no: (IUL) 164-H/1/2018/9

Date: 01st August 2018

E-SERVICE SUPPORT TECHNICIAN

INTRODUCTION

The National Centre for Information Technology (NCIT) wishes to hire **01 (One)** energetic, self-motivated, organized and enthusiastic e-Service Support Technician for NCIT's ongoing projects.

OBJECTIVES

The objective of the hired person is to work as a team under NCIT's guidance on NCIT's ongoing projects.

DURATION

01 Year (Renewable based on performance)

KEY TASKS AND RESPONSIBILITIES

1. Carryout all activities involved in identifying, compiling, and acquiring state and government ICT requirements.
2. Identifying, organizing, coordinating, scheduling, and implementation of technical and professional software training programs.
3. Carryout all activities required to keep the project based software inventories updated.
4. Assist the Division head to accomplish yearly planned activities
5. Coordinate work across multiple projects within the Organization
6. Mitigate risks and troubleshoot multiple problems that may arise during a project
7. Establish and Maintain solid relationships with members of external stakeholder organizations and cross functional team members as needed for the project.
8. Demonstrate a high level of communication proficiency both with day to day project communication and established meetings as needed for the project.
9. Obtain vendor and stakeholder quotes for various lines of work and ensures all project works are completed in a timely manner.
10. Negotiate contracts and Administrative correspondences and maintain vendor and stakeholder relationships.
11. Manage and carryout all activities involved in eGovernment services rollout and provide onsite support to end-users.
12. Prepare and manage process-based training materials, FAQ, user guides and other documentations necessary to ensure smooth rollout of eGovernment services.

13. Provide training-of-trainers (TOT) to government organization in order to rollout eGovernment services.
14. Conduct functional and quality testing eGovernment service applications.
15. Troubleshoot and propose solutions to issues encountered in the eGovernment service applications.
16. Arrange transportation to islands and travel to islands to rollout eGovernment service applications to government organizations in the islands
17. All other tasks or activity required to fulfill the Contractual obligations including 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

ADDED ADVANTAGE

- Previous experience in service rollout
- Previous experience in IT Field
- Previous experience in software licensing
- 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
- Flexible 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.
- Ability to multitask

REMUNERATION

Basic Salary MVR 4,465/-

Service Allowance MVR 3,062/75

WORKING HOURS

Full time: 8:00am – 2:00pm (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

OR email to: jobs@ncit.gov.mv

Deadline: 12th August 2018 (Sunday) before 1300hrs