



# འབྲུག་རྒྱལ་འཛིན་གཙུག་ལག་སློབ་མཉམས་སྡེ།

## SAMTSE COLLEGE OF EDUCATION



Annexure 5A/6.1.2.1

### ROYAL UNIVERSITY OF BHUTAN POSITION PROFILE

#### 1. JOB IDENTIFICATION

- 1.1 Position Title : Assistant ICT Officer  
1.2 Position Level : 8  
1.3 Occupational Group : Administrative & Technical  
1.4 College/OVC : Samtse College of Education

#### 2. MAIN PURPOSE OF THE POSITION:

- 2.1 Provide efficient and effective support on a day to day basis to users of the network systems.  
2.2 Resolve software and hardware support personally.  
2.3 Support the network infrastructure to ensure that it provides a secure, stable environment for educational applications.

#### 3. GENERAL ROLES AND RESPONSIBILITIES:

- 3.1 Plan, design, develop and launch effective information systems and operation systems in support of core organizational functions;
- 3.2 Analyze program requirements for a specified task and develop the methods to provide the appropriate solutions;
- 3.1 Consult with division representatives on objectives, requirements and effectiveness of proposed and existing computer systems.
- 3.2 Secure system by developing system access, monitoring control, evaluation and establish and test disaster recovery policies and procedures; complete back-ups;
- 3.3 Analyze and resolve end user software program connectivity issues in a timely and accurate fashion and provide end user training where required;
- 3.4 Upgrade system by developing, testing, evaluating, and installing enhancements and new software;
- 3.5 Designing and maintaining physical network architecture and infrastructure;
- 3.6 Ensure the stable operation of the in-house computer network. This includes planning, developing, installing, configuring, maintaining, supporting and optimizing all network hardware, software and communication links;



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- 3.7 Developing and implementing network system and user security requirements;
- 3.8 Analysing network workload, monitoring performance and diagnosing problems;
- 3.9 Evaluating the productivity implications of upgraded servers and analyse the computer and information needs of the organization;
- 3.10 Create models for new database development and/or changes to existing ones;
- 3.11 Monitor database system details within the database, including stored procedures and execution time, and implement efficiency improvements;
- 3.12 Designing and implementing redundant systems, policies, and procedures for disaster recovery and data archiving to ensure effective protection and integrity of data assets;
- 3.13 Develop, implement, and maintain change control and testing processes for modifications to databases;
- 3.14 Conduct research and make recommendations on database products, services, protocols, and standards in support of procurement and development efforts;
- 3.15 Planning, designing, developing and launching Learning Management Systems (LMS);
- 3.16 Analyze output products and debug source code to isolate and correct errors in program logic, syntax, and data entry, and to ensure accuracy and efficiency.
- 3.17 Conduct code reviews and unit-level testing. Develop and maintain unit-level test plans;
- 3.18 Modify existing programs to correct program errors or modify existing functionality or interface;
- 3.19 Implement security techniques designed to preclude unauthorized access to computer data and to reduce computing resource misuse;
- 3.20 Design, develop, maintain, and execute test plans for formal qualification testing, system integration testing, regression testing and verification, validation and acceptance testing;
- 3.21 Build the operations end of the organization's website and keep them functioning smoothly;
- 3.22 Design, build and implement new web pages and sites;
- 3.23 Apply fundamental concepts, practices, procedures and existing policies and guidelines in specialised areas of information technology;
- 3.24 Implement activities related to development of infrastructure and facilities for ICT based networking;





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- 3.25 Ensure LAN and Internet connectivity always;
- 3.26 Ensure that the security of the data and systems are not compromised;
- 3.27 Manage and maintain all network components of an agency, since network needs 24/7 uptime;
- 3.28 Maintain detailed documentation of all work performed, sufficient to allow independent generation of the same process and the results.
- 3.29 Assist in setting and coordinating priorities for allocation of budget for ICT based on the requirements of the organisation;
- 3.30 Assist in identifying and arranging appropriate skills for ICT personnel in the organisation;
  - 3.31 Assist in establishing long and short-term goals and sets priorities in the area of information technology;
  - 3.32 Participate in negotiations for software purchases with vendors; oversees the maintenance of licenses resulting from such purchases;
  - 3.33 Maintain detailed documentation of all work performed, sufficient to allow independent generation of the same process and the results;
  - 3.34 Assist in the writing of research papers, briefs and reports, discussion materials; and
  - 3.35 Carry out any other task that may be assigned from time to time.

#### 4. SPECIFIC ROLES AND RESPONSIBILITIES:

- 4.1 Practical knowledge of computer operations and experience in supporting Microsoft operating systems and office applications, telecommunications equipment and another ICT hardware.
- 4.2 Knowledge, experience and understanding of a networking including wireless configuration.
- 4.3 Knowledge of server configuration using Linux.
- 4.4 Install and configure servers
- 4.5 Operation and management of servers
- 4.6 Operation and management of ICT services







Royal University of Bhutan

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- 5.3.4 Ability to keep up-to-date information in the area of responsibilities and provide timely information for informed decision making.
  - 5.3.5 Ability to work in teams and ready to work beyond working hours.
  - 5.3.6 Capable of coping with pressures of the job and meeting deadlines and competing demands.
  - 5.3.7 Ability to understand, troubleshoot and resolve software issues.



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