

Consultancy for Maldivian Red Crescent – IT Technician

Post: IT Consultant (Retainer Basis)

Required: 01

Contract type: Fixed term (6 months) and part time – can be extended upon appraisal.

Contract period: February – July 2019

Fee: **Negotiable** (To be charged on an hourly service basis, with a monthly cap as agreed)

BACKGROUND

The Maldivian Red Crescent is an independent, voluntary, humanitarian organization, established on the basis of the Maldivian Red Crescent Law [Law 7/2009]. Its primary objective is to provide humanitarian aid, prevent and alleviate human suffering. It will be part of the world's largest humanitarian movement – the International Red Cross and Red Crescent Movement – which every year helps millions of people whose lives have been devastated by crises or conflict.

The Maldivian Red Crescent aims to be **the nation's leading humanitarian organization, with branches and units spanned all over Maldives**. To date it has established 10 branches and 20 units spanning all over Maldives. It recruits members and volunteers, implements programmes and delivers services in adherence to the Fundamental Principles of the International Red Cross and Red Crescent Movement – *Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality* – making no discrimination as to nationality, race, sex, religious beliefs, language, class or political opinions.

Purpose

The Service provider will provide an IT Specialist to the MRC who will be responsible for the installation, administration, repair and maintenance of IT and telecom equipment and systems of MRC and proper maintenance and administration of computers, computer networks, printers and scanners.

Main Tasks

- Maintain local area network and ensure all common services such as printers, scanners and any other devices are up and running
- Troubleshoot internet connectivity is working on all stations and devices manager server and active directory and ensure its up and running
- Take regular predetermined backups of server
- Install, troubleshoot and update software and applications on all devices and workstations
- Provide technical advice on IT services and procurement of IT equipment

Activities that will require immediate action

- Server down or in accessibility
- Internet disconnection/network issues
- Issues/dysfunctioning of Printer, scanner and other devices that's basic for office
- Monitor server event logs for potential problems
- Monitor status and availability of cloud services
- Perform system and server reboots
- Investigate any suspicious activity or unexpected software behaviour

Activities that require action in less than 72 hours

- Installing software and applications
- Create, manage and remove mailboxes
- Manage file and folder permissions
- Fix user errors / mistakes
- Raise support requests with third-party providers
- Assist users with support queries
- Create, remove and maintain employee user accounts and permissions
- Disaster recovery of core systems

Routine (weekly or monthly) non-urgent activities

- Document software and hardware changes
- Send client log of work performed
- Check backups are running properly
- Perform backup test
- Monitor and maintain server uptime
- Monitor server event logs for potential problems
- Monitor status and availability of cloud services
- Monitor available disk space on servers and company computers
- General server maintenance
- Monitor router logs
- Monitor network capacity and performance
- Monitor firewall logs
- Enforce password policies

Qualifications and competencies.

- Diploma or equivalent in Information Technology.
- Previous work experience in an IT environment (hardware and software)
- Detailed Knowledge of Microsoft Server 2003/2008, Windows XP/7 and Office 2010/Office 365.
- 4-5 Years' experience on LAN, WAN, TCP/IP connectivity, installing, maintaining, repairing and using email & computer systems and networks, including user support
- Good command on diagnosis and troubleshooting

Application

Applications must contain:

- Email of Interest
- Financial Quotation (Hourly fee with monthly cap)
- Curriculum Vitae
- Copy / photo of ID card
- Copies of certificates

Applications must be emailed with job title in subject to: info@redcrescent.org.mv

Deadline : The deadline for application is 02 :00 PM on 4 February 2019. Only short-listed candidates will be contacted for interviews.

