

Consultancy – IT Technician

Job title: IT Technician, MRC Headquarters, Hulhumale'

Background

The Maldivian Red Crescent (MRC) 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 is the 187th member 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 tasks and responsibilities of the IT consultant is to provide support towards the maintenance of local area network, hardware and software troubleshooting of MRC.

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
 - Manage server and active directory and ensure its up and running
 - Take regular predetermined backups of server
- Install, troubleshoot and update softwares 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 inaccessibility
- Internet disconnection/network issues
- Issues/misfunctioning of Printer, scanner and other devices
- Perform system and server reboots
- Investigate any suspicious activity or unexpected software behavior

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 and maintenance

Routine (weekly or monthly) non-urgent activities

- Document software and hardware changes
- Check backups are running properly
- Perform backup test
- Monitor and maintain server uptime

- Monitor available disk space on servers and office computers
- General server maintenance
- Enforce password policies

Qualifications, Skills and Competencies

Academic Qualification

Diploma in Information Technology or equivalent in experience.

Experience

Experience working towards similar targets and tasks.

Contract and Remuneration

Contract Type: Yearly contract basis.

Remuneration: On an hourly rate not exceeding MVR 5000 per month, to be invoiced for work.

Application

Applications must contain:

- Letter of Interest
- 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 27 July 2020. Only short-listed candidates will be contacted for interviews.