

**VACANCY ANNOUNCEMENT**  
**IT SUPPORT OFFICER**

<b>Job Title:</b> IT Support officer	<b>No. of positions:</b> 1
<b>Location:</b> Male', Maldives with occasional travel	<b>Job requisition No:</b> TM/JR/2023/023
<b>Start Date:</b> Immediate	<b>Job posting date:</b> 20 November 2023
<b>Remuneration:</b> MVR 14,278 (Take home)	<b>Closing date:</b> 29 November 2023 before 4:00pm (Male' Time)
<b>Duration of Contract:</b> Initial fixed-term contract of 1 year (with a 3-month probation period) with the possibility of extension	

### **1. Organizational Background**

Transparency Maldives is a non-political organization that endeavors to be a constructive force in society by promoting collaboration and discussion on corruption, transparency and accountability. Our organization seeks to engage with stakeholders from all sectors (government, business, politics and civil society, among others) to raise awareness of corruption's detrimental effects on development and society, improve transparency and accountability in governance, and eliminate corruption from the daily lives of people. Transparency Maldives received formal government registration in 2007 and is the National Chapter of Transparency International (TI) in the Maldives.

### **2. Position Summary**

The IT Support will be a core function of TM's Operations and will include managing TM's information systems, provide technical assistance to employees, and ensure all systems are maintained according to the requirements of donors and the organization. The IT Support person will be under a service contract. He / She will report to the HR & Operations Manager and will work closely with all employees of the organization. This position is open to Maldivian only.

### **3. Key Roles and Responsibilities**

- Ensure safety and security of all computerized data, information, files and documents.
- Ensure internet availability and reliability, working with ISP to make sure that Internet services are working well and properly managed.
- Maintain all Laptops/Computers with software updates and operating system formatting & installation and troubleshooting and manage and keep a record of all the subscriptions
- Maintain and update the website of the organization.
- Install, configure, maintain and troubleshoot old / new systems / printers / scanners / other peripheral devices in-house or through external support in case of inability to repair it in-house.

- Implement and apply ICT policies, strategies and plans in TM and ensure optimal performance of the Laptops/Computers in TM Office.
- Provide ad-hoc technical assistance to staff.
- Test and verify newly purchased ICT equipment's against approved quotations received from suppliers and confirm the purchased equipments are as per approved quotation.
- Management of stock of all items related to tech supplies and raising request for stock replenishment.
- Ensure that faulty equipment's are delivered to and also picked from the service centers after repair work is done.
- Configure and maintain the door lock system and attendance system and provide assistance to Human Resources.
- Perform weekly assessments of all IT equipment and website in the office and fix any incidents arising and provide reports thereof.
- Create a data backup system for former and current staff.
- Allocate IT equipment's to staff and maintain a record of it and provide guidance to staff where necessary.
- Perform IT related tasks in the context of ongoing projects.

#### **Organizational**

- Contribute to development of TM's operational policies and procedures.
- Support other project teams in project implementation and delivery, if and where required.
- Travel to islands, if and when required, to conduct workshops or events.
- Participate in domestic and international events/seminars if and when required.

#### **General**

- As an employee of TM, adhere to TM's Code of Conduct and all HR policies.
- Adhere to TM's procurement and financial policies in all project implementation.
- Work in accordance with confidentiality rules practiced at TM.

#### **4. Key Attributes:**

##### **Required**

- Minimum Diploma in Information Technology or related field with 2 years' experience in managing IT.
- Excellent written and oral communications skills in both Dhivehi and English.
- Strong interpersonal skills and a strong ability to collaborate with a team.
- Good attention to detail and highly organized.
- Strong commitment to Transparency Maldives' and Transparency International's values and standards.

##### **Desired**

- Bachelor's degree in information technology or related field with 1 year experience in managing IT.

**Closing date for applications:** 29 November 2023 before 4pm (Male' time)

**Application and selection procedures:**

Please e-mail the following documents, addressed to Executive Director, to [jobs@transparency.mv](mailto:jobs@transparency.mv).

- All documents must be emailed in pdf format.
- Completed job application form (can be downloaded from TM website <https://transparency.mv/job-application-form/>)
- Curriculum vitae.
- Education certificates. (Diploma or bachelor's degree etc). (If certificate is not available, course completion letter from University/College/Institution or transcript can be attached instead)
- Employment reference letters.

**Only short-listed candidates will be *contacted for interviews*.**

*Transparency Maldives is an equal opportunity employer. Selection of staff is made on a competitive basis, and we do not discriminate on the basis of national origin, race, colour or ethnic background, religious belief, sex, gender identity and expression, marital or family status, age or ability. We kindly ask applicants to refrain from including in their application information relating to the above as well as from attaching photos.*