

Druk Holding and Investments Ltd.

Terms of Reference

Sr. Manager/Manager (Network Administrator), NDI Project, InnoTech Department

The Bhutan National Digital Identity project is seeking an energetic, creative, collaborative, and highly motivated network engineers to join our team as we enter the next phase of product development. If you love innovation, here's your chance to make a career of it while helping to advance the Bhutan digital identity ecosystem.

Reporting to the project director, the network administrator's primary duties will include maintaining computer networks, hardware, software, and other related systems, performing disaster recovery operations, protecting data, software, and hardware from attacks, and replacing faulty network hardware components when necessary. You will also be working closely with our network users to identify potential issues and fix existing problems.

To be a successful candidate, you will need to have a strong understanding of network infrastructure and network hardware. You will also need to implement, administer, and troubleshoot network devices, including WAPs, firewalls, routers, switches, and controllers. An in-depth knowledge of application transport and network infrastructure protocols is highly desired.

If you are fascinated by technology and innovation, brilliant at multitasking, ready to tackle new challenges on a daily basis and enjoy working in a fast-paced environment alongside bright and energetic individuals, we would love to meet you!

Specific Duties and Responsibilities:

The network administrator will be tasked with a wide range of activities related to the development and maintaining related tasks. Regular responsibilities include but are not limited to:

- Maintaining and administering computer networks and related computing environments, including systems software, applications software, hardware, and configurations.
- Performing disaster recovery operations and data backups when required.
- Protecting data, software, and hardware by coordinating, planning, and implementing network security measures.
- Troubleshooting, diagnosing and resolving hardware, software, and other network and system problems.
- Replacing faulty network hardware components when required.
- Maintaining, configuring, and monitoring virus protection software and email applications.
- Monitoring network performance to determine if adjustments need to be made.
- Conferring with network users about solving existing system problems.
- Operating master consoles to monitor the performance of networks and computer systems.
- Coordinating computer network access and use.
- Designing, configuring, and testing networking software, computer hardware, and operating system software.

Qualification & Experience Requirement:

- If applying for Sr. Manager position, candidates must have Master's degree in related fields and Bachelor's Degree in IT/Computer Science or related fields (preferably with focus on network engineering) with a min. of 50% aggregate in bachelor's degree. Min. of 5 years of relevant work experience (excluding the study period).
- If applying for Manager position, candidates must have Bachelor's Degree in IT/Computer Science or related fields (preferably with focus on network engineering) with a min. 50% aggregate. Min. of 5 years of relevant work experience (excluding the study period). Min. of 3 years of relevant work experience (excluding the study period) if the applicant has Maters degree.

Preferred traits:

- Strong understanding of network infrastructure and network hardware.
- Ability to think through problems and visualize solutions.
- Ability to implement, administer, and troubleshoot network infrastructure devices, including wireless access points, firewalls, routers, switches, controllers.
- Knowledge of application transport and network infrastructure protocols.

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- Ability to create accurate network diagrams and documentation for design and planning network communication systems.
- Provides specific detailed information for hardware and software selection.
- Ability to quickly learn new or unfamiliar technology and products using documentation and internet resources.
- Ability to work with all levels of staff within and outside of IT and outside the organization.
- A self-starter able to work independently but comfortable working in a team environment.
- Good analytical and problem-solving skills.
- Dependable and flexible when necessary.
- Network security experience.
- LAN and WAN experience.

Skill Requirement:

- Hands-on experience and skills in networking, routing, and switching.
- In-depth knowledge of best practices around management, control, and monitoring of server infrastructure.
- Applicable experience with firewalls, Internet VPN's remote implementation, troubleshooting, and problem resolution.
- Outstanding organizational and time management skills.
- Analytical thinker and problem solver.
- Attention to details.

Good to have:

- Any additional relevant certification (Juniper, Cisco, CWNA, or BCNE) will be considered an advantage.
- Experience in automation tools like Puppet, Ansible.
- Experience in CI tools like GitLab CI, Jenkins, Bitbucket Pipelines, Circles CI.
- Experience in dashboard creation using tools, eg. Grafana or web frameworks, eg. Dashing.
- Experience in Package managers like npm, Carthage, Conan, Maven.
- Experience in containerization/virtualization technologies like Docker, Vagrant.
- Experience in deploying apps to cloud services like AWS, Azure.
- Experience in logging and monitoring tools like ELK stack.
- Familiar with the modern Application Delivery Lifecycle.
- Experience in other languages apart from your specialization, e.g., C++, Objective C, Swift, Java, Gradle, Kotlin, Ruby.

Other requirements

- DHI application form.
- Curriculum Vitae (CV).
- 2 referrals/recommendation letters from non-family related referees.
- Copies of (1) Degree Certificates, (2) Academic Transcripts, (3) Security Clearance Certificate (online), (4) Medical Fitness Certificate, and (5) Citizenship Identity Card.

Employment Type

- Senior Manager will be appointed on contract for 4 years.
- Manager will be appointed as a regular employee.

Salary & Others Benefits

- Salary and benefits shall be fixed within the existing DHI pay scales & in line with the DHI Service rules.