

ToR for Technical Associate (Info Technology/Communication), Special Projects, Innotech Dept.

The primary duties of this position includes 24/7 shift duties & supervision and to carry out the timely information for any fault detection for the equipment installed and timely submission of reports to the supervisors. Other responsibilities include the assistance of the operation, installation, implementation, administration and maintenance of the IT projects/plants or any related projects, to the Technical Officers/Engineers or the Sr.Analyst/Analyst.

The Technician shall work under the direct supervision of the Associate Director, Special Projects or the Sr Analyst/Analyst/Engineers who has been given the role to supervise the vibrant team at the project site.

Specific Duties and Responsibilities:

- Assist the Sr. Analyst/Analyst/Technical Officer or the Project Manager in the deployment, operations, monitoring and maintenance of the network and the systems not limiting to operating systems, applications and system management tools.
- Assist the Technical Officer/Engineers/Analyst/Sr. Analyst in the configuration and the installation of various network devices and services (viz., routers, switches, firewalls, load balancers, VPN, OOB, Network management, Flow Collectors and Security management)
- Monitor system resource utilization, trending and capacity planning and ensure 27*7 uptime of the network and systems/servers/services.
- Responsible for 24/7 shift duties & supervision and to carry out the timely information for any fault detection for the equipment installed and timely submission of reports to the supervisors.
- To maintain system logbook with time/date, nature of fault/alarms, action taken and restored time with dates for all components of systems and network at the project site/office.
- To carry out quick configuration, fault diagnosis and log browsing for alarm history, event logging and acknowledgement of alarms.
- To carry on network configuration and performance measurements as and when faults are seen/encountered.
- To ensure general cleanliness of the equipment and other associated facilities at the office/project building/site.
- To ensure that proper arrangements are made during the visit of officials/managements from the head office as well as the other visitors/guests.
- Coordinate with other relevant stakeholders for the successful maintenance and administration of the network/systems and the IT infra,
- Motivate and manage subordinate staff members, if any.
- Prepare monthly/annual reports.
- Perform such other assignments, as required by the Supervisor, Associate Director, and the Director of InnoTech Department.

Qualification & Experience Requirement:

- Candidates must have minimum of Certificate in Information Technology/VTI graduates from a reputed Institutions/Colleges. Should have passed NC II level certificate course. Should have working experience of at least one year in IT/communication related fields.

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

- Regular

Salary & Others Benefits

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