

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

The primary duties of this position include operation, installation, implementation, administration and maintenance of the IT projects/plants or any related projects. The candidate is expected to ensure minimal downtime during the maintenance/administration and maintenance of the network. The candidate may be instructed/directed to carry out system administration and related tasks such as the testing and application of the patches, new releases of software and security fixes to the existing servers/storages/systems/applications. Prior knowledge/hands-on experiences on the manning of network and systems will be an advantage.

To be a successful candidate, you will need to have a strong understanding of overall operation/working of the information system including systems and networks. The Technical Officer shall work under the direct supervision of the Associate Director, Special Projects or the Sr Analyst/Analyst who has been given the role to supervise the vibrant team at the project site.

Specific Duties and Responsibilities:

- Assist the Sr. Analyst/Analyst or the Project Manager in the deployment, operations, monitoring and maintenance of the network and the systems.
- Install, configure, test and maintain operating systems, applications and system management tool.
- Configure and install various network devices and services (viz., routers, switches, firewalls, load balancers, VPN, OOB, Network management, Flow Collectors and Security management)
- Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations
- Monitor system resource utilization, trending, and capacity planning
- Provide Level-2/3 support to the relevant stakeholders and troubleshooting to resolve issues with minimal downtime.
- Proactively monitor performance and ensure highest levels of infrastructure and systems availability and reliability
- Implement and maintain security, backup and redundancy strategies
- Reliability Analysis for equipment and system,
- 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,
- Prepare monthly/annual reports.
- Ensure availability & reliability of the network/systems and the services at the site.
- Perform preventive maintenance of power plants annually as one of the preventive measures in close coordination with the site engineers, analyst, project manager or the Associate Director, Special Projects.
- 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 Diploma in Information Technology from a reputed Institutions/Colleges and must have a minimum of 3 years of relevant work experience (excluding the study period).

Skill Requirement:

- Good knowledge/skill in the administration of the network/systems.
- Good knowledge about changes/evolution of the current information technology trend.
- Experience in operation and maintenance of network/systems devices and the associated services.
- Sound knowledge in the revival of the offline systems/networks and its components.
- Good analytical skill.
- Prior knowledge on the administration of network/system devices is one of the mandates of the candidates.

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.