

TERMS OF REFERENCE - ICT Assistant

Position Title: ICT Assistant

Position Level: Grade X

Job Location: BCCI Head Office, Thimphu

Probation Period: Three (3) months at Grade XI

Minimum Qualification Required: Class XII with a two-year Diploma in Information Technology / Diploma in Computer System & Network or relevant Diploma.

Pay and Allowances: As per the Allowances and Benefits provisions of the BCCI Service Rules and Regulations (SRR) 2022.

1. Purpose of the Position

The ICT Assistant will be responsible for providing technical support for BCCI's information and communication technology systems, including network infrastructure, hardware and software, web-based systems, databases, and other ICT-related services. The position will support the effective, secure and uninterrupted use of ICT resources across the Chamber.

2. Key Duties and Responsibilities

The ICT Assistant shall:

1. Network and Infrastructure Management

- Assist in the design, installation, configuration and maintenance of Local Area Networks (LANs) and Wide Area Networks (WANs).
- Monitor network performance and troubleshoot connectivity and related network issues.
- Configure and maintain ICT equipment, network devices, peripherals and related infrastructure.

2. Systems and Application Support

- Support the development, maintenance and enhancement of BCCI's web portal, applications and other digital systems.
- Assist in system analysis, requirements identification, system design and preparation of program specifications in consultation with relevant users.
- Provide technical support for software applications, operating systems and other ICT utilities.

3. Database and Data Management

- Support the development, administration and maintenance of databases and related information systems.
- Assist in data management, backup, recovery and maintenance of data integrity.
- Analyze data structures and support the resolution of database and system-related issues.

4. ICT Technical Support

- Provide day-to-day technical support to BCCI staff on hardware, software, network and other ICT-related matters.
- Install, configure, upgrade, repair and maintain computers, printers, network equipment and other ICT peripherals.
- Coordinate with relevant service providers and focal agencies for specialized repair, maintenance and technical support where required.

5. ICT Procurement and Asset Management

- Assist in identifying ICT requirements and recommend appropriate hardware, software and technical specifications.
- Prepare and review technical specifications for the procurement of ICT equipment and services.
- Verify and validate ICT equipment and related items received through procurement to ensure compliance with approved specifications.
- Maintain appropriate records of ICT equipment, software, licenses and other ICT assets.

6. Digital and Publication Support

- Support the design and production of digital and print materials, including reports, documents, brochures, newsletters and other BCCI publications, as required.
- Provide technical support for digital content management and online communication platforms.

7. ICT Security and Administration

- Assist in implementing appropriate ICT security, access control, backup and data protection measures.
- Support system administration and ensure that ICT systems and equipment are maintained in accordance with BCCI's policies and procedures.

8. Other Responsibilities

- Maintain proper documentation and records of ICT systems, configurations, maintenance activities and technical interventions.
- Keep abreast of relevant developments in ICT systems, software, networking and digital technologies.
- Undertake any other ICT-related duties and responsibilities assigned by the supervisor or management.

3. Knowledge, Skills and Competencies

The incumbent should possess:

- Good knowledge of operating systems, software applications and related ICT utilities.
- Working knowledge of computer networks, network administration and troubleshooting.

- Knowledge of relational databases, database management systems and software engineering principles.
- Knowledge of programming languages, web development tools and networking technologies.
- Ability to configure, maintain and troubleshoot ICT hardware, software and peripherals.
- Ability to analyze unfamiliar data and system structures and identify appropriate solutions.
- Strong analytical, logical and problem-solving skills.
- Good written and verbal communication skills.
- Good interpersonal skills and the ability to provide effective technical support to users.
- Ability to work independently as well as collaboratively with different departments and service providers.
- Willingness to learn and adapt to emerging ICT technologies and systems.

4. Key Working Relationships

The ICT Assistant shall work closely with:

- BCCI management and all departments/divisions/units;
- All users across BCCI;
- External ICT service providers and vendors; and
- Relevant government agencies and other technical service providers, as required.