**ROYAL GOVERNMENT OF BHUTAN**

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**POSITION DESCRIPTION**

**1. JOB IDENTIFICATION**

* 1. **Position Title: ICT Technical Associate in Dzongkhag**
  2. **Position level: S2/SS2**
  3. **Major Group: Information & Communication Technology Services**

## **Group**

* 1. **Sub- Group: IT Services**
  2. **Job Code No.: 11.540.08**
  3. **Job Location:**

**Ministry: \_\_\_\_\_\_\_\_\_\_\_\_\_\_; Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_; Division: \_\_\_\_\_\_\_\_\_\_\_\_;**

**Section: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_; Unit: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* 1. **Title of First Level Supervisor: Senior Technical Associate**

**2. PURPOSE, DUTIES AND RESPONSIBILITES** *(Describe the main duties and responsibilities, indicating what is done and how it is done. Duties should be presented in decreasing order of percentage of time spent on them, or in order of relative importance):*

**Purpose:** This will apply to both the entry level and in-service class in the Associate series. This class is distinguished from the Officer level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the Officer level.

|  |  |
| --- | --- |
| **Duties & Responsibilities** | **% of Time** |
| 1. Provide computer/networking related hardware and software troubleshooting services; | 25 |
| 1. Design, develop and update content on the website; | 10 |
| 1. Responsible for system requirement gathering, user acceptance test and deployment of systems; | 5 |
| 1. Responsible for configuration of Access points and creating user accounts on network and systems; | 10 |
| 1. Responsible for updating operating systems and other software; | 5 |
| 1. Setup network and configuration under the direction of the ICT Officer; | 10 |
| 1. Assist ICT Officer in providing user trainings; | 10 |
| 1. Responsible for ICT assets in the Dzongkhag; | 5 |
| 1. Provide connectivity services to the CCs and Gewogs under the directive of the ICT Officer; and | 15 |
| 1. Perform any other official task assigned by the supervisors. | 5 |

**i. Webmaster**

* To maintain and update websites, which are the virtual front doors of agencies from where citizens get information.

**ii. Infra/Application support**

* To provide daily infrastructure and application support and troubleshooting services to users

**4. COMPLEXITY OF WORK** *(The nature, number and intricacy of tasks, steps,processes or methods involved in work; difficulty and originality involved in work):*

Work consists of related steps, processes or methods with choices relatively obvious based on information and instrution provided.

**5.** **SCOPE & EFFECT OF WORK** *(Describe the purpose, breadth of work performance, and the effect the work has on the work of others or the functions of the organization):*

The Technical Associate deals with a variety of conventional problems, questions or situations affecting the design or operation of systems or equipment within a predefined environment.

**6.** **INSTRUCTIONS & GUIDELINES AVAILABLE**

**6.1 Instructions** *(Describe controls exercised over the work by the superior; how work is assigned, reviewed and evaluated):*

Receives instructions from the ICT officer in the Dzongkhag and Parent agency.

**6.2 Guidelines** *(Indicate which written or unwritten guidelines are available, and the extent to which the employees may interpret, adapt or devise new guidelines):*

Receives guidiance from the Supervisor and is not reponsible for taking initiatives

directly but can be involved in the process.

**7. WORK RELATIONSHIPS** *(Indicate the frequency, nature and purpose of contacts with others within and outside the assigned organization other than contacts with superiors):*

Works closely with the ICT officer, stakeholders and clients.

**8. SUPERVISION OVER OTHERS** *(Describe responsibility for supervision of other employees, including the nature of supervisory responsibilities and classification and number of subordinates):*

None

**9. JOB ENVIRONMENT** (Describe physical exertion required, such as walking, standing, lifting heavy objects, etc., and/or any risks or discomforts such as exposure to chemicals, climbing to heights, extreme weather conditions, or other severe discomforts):

Involves some physical exertion such as long periods of standing, walking, or moderate to heavy lifting, may have to work at odd/long hours. May be subjected to minor electrical and static electrical shocks. Susceptible to eyestrain, hand and wrist problems such as disease related to work ergonomics.