**ROYAL GOVERNMENT OF BHUTAN**

**ROYAL CIVIL SERVICE COMMISSION**

**POSITION DESCRIPTION**

**1. JOB IDENTIFICATION**

* 1. **Position Title: ICT Officer in Dzongkhag**
  2. **Position Level: P5-P1**
  3. **Major Group: Information & Communication Technology Services group**
  4. **Sub- Group: Information Technology**
  5. **Job Code No.:**
  6. **Job Location:**

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

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

* 1. **Title of First Level Supervisor: ICT Officer**



**2. PURPOSE, DUTIES AND RESPONSIBILITES** (*Describe the main duties and responsibilities, indicating what is done and how it is done. Purpose should be a short statement linking the position to the mission and goals of the organization and specifying the outputs of the position. Duties should be presented in decreasing order of percentage of time spent on them, or in order of relative importance):*

**Purpose:** This role is for the ICT Officer position starting from P5 and will apply to various Job roles such as Unit Head, System Analyst, Software Developer, Webmaster, Network Analyst, Security Analyst etc. whichever is needed and relevant to the Dzongkhag.

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| **Duties & Responsibilities** | **% of Time** |
| **ICT Officer as providers of ICT services (65%)** |  |
| 1. Ensure LAN and Internet connectivity in Dzongkhag, Dunkhag, Community centers and Gewog offices; | 20 |
| 1. Monitor the connectivity of mobile, internet and 3G and submit monthly report to DITT; | 5 |
| 1. Ensure that the security of the data and systems are not compromised. | 5 |
| 1. Maintain periodic backup of databases and files; | 5 |
| 1. Oversee design and development of websites; | 5 |
| 1. Provide computer/networking related hardware and software troubleshooting services; | 10 |
| 1. Provide technical specifications and obtain clearances for procurement of hardware and software; | 3 |
| 1. Maintain proper documentation and mapping of systems and network; | 5 |
| 1. Comply with e-GIF standards; and | 5 |
| 1. Perform any other official task assigned by the supervisors. | 2 |
| **ICT Officer as strategic partners in Dzongkhag (25%)** |  |
| 1. Responsible for development of Management Information Systems (MIS) and digitization of the working procedures, *promote digital-by-default* agenda by identifying manual processes in the Dzongkhag and automating those processes through computer systems; | 10 |
| 1. Responsible for optimization of the system and ICT processes; | 5 |
| 1. Responsible for initiating procedural changes to reduce the turnaround time for services delivery; and | 5 |
| 1. Conduct periodic assessment of the progress in the field of ICT and validate whether the progression is aligned to the overall vision and mission of DITT. | 5 |
| **ICT Officer as Promoters of ICT (10%)** |  |
| 1. Carry out advocacy program to promote the usage of G2C systems and other services to general public; and | 5 |
| 1. Promote the usage of ICT to staffs through user trainings such as basic computer troubleshooting, google apps usage etc. to the staff. | 5 |

i. **Division Heads/Unit Head**

* To lead and coordinate all ICT initiatives and align with Dzongkhag’s vision and mission.

ii. **System Analyst**

* To take a lead role, together with relevant stakeholders (users, etc.) to do requirement analysis which is a time bound activity.

**iii. Software Developer**

* To test, debug, maintain and update critical systems and to develop systems in the agency.

**iv. Webmaster**

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

**v. Network Analyst**

* To manage and maintain all network components of an agency, since network needs 24/7 uptime.

vi. **Security Analyst**

* To plan and implement security measures to protect computer systems, networks and data.

**3. KNOWLEDGE & SKILLS REQUIREMENTS (***Minimum requirement for performance of work described) (Level of Knowledge, Skill and* Ability):

**3.1 Education:**

Bachelor in Computer Science/ Bach. in Computer Application (3 yrs course) / Bachelor in Information Technology (4 years)

**3.2 Training:**

**3.3. Length and type of practical experience required:** Fresh**/**Minimum of 3-4 yrs as an Assistant ICT Officer or equivalent experience.

**3.4 Knowledge of language(s) and other specialized requirements:**

* Knowledge of programming languages, different operating systems and their environments;
* Knowledge of basic software engineering techniques and relational databases;
* Knowledge of networking tools and its integration;
* Good communication skills.

**4. COMPLEXITY OF WORK** (*Describe the intricacy of tasks, steps process or methods involved in work, difficulty and originality involved in work):*

The work involves very complex procedures, methods and researching as the position is involved in driving innovations and making service delivery simple, reliable, accessible with quality output.

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

The ICT Officers works in accordance with the vision and mission of the Dzongkhag and be a lead in promoting and providing ICT services to the Dzongkhag by initiating automating processes wherever possible to improve service delivery through ICT.

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

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

Function within the standards set by the parent organization from time to time, otherwise can take initiatives to complete tasks assigned by the Dzongkhag heads or based on the requirements of the sectors of the Dzongkhag.

**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):*

Besides the normal standards and protocols set by the department there are no binding guidelines to adhere to when taking new initiatives. Therefore the ICT Officers are required to adopt new and evolving technologiesto serve the public and for seamless integration with other online services.

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

The ICT Officer interacts with the Dzongkhag’s sector officials and other stakeholders/clients. Interacts with individuals or groups outside their agency or the government with the purpose to influence and motivate to improve service delivery. The ICT Officers also keeps direct line of communication with its parent agencies with the purpose of policy guidance, application and infrastructure support and for his own career progression.

**8. SUPERVISION OVER OTHERS** (*Describe responsibility this position has for supervision of other employees, including the nature of supervisory responsibilities and categories and number of subordinates, both directly and indirectly supervised):*

Supervises the Technical Associates

**9. JOB ENVIRONMENT** (*Describe physical exertion required, such as walking, standing, lifting heavy objects, etc., and/or any risks or discomforts like exposure to hazards such as exposure to chemicals, infections, radiation, extreme weather and other hostile working conditions):*

No physical exertion is involved. Susceptible to eye strain, back discomfort, hand and wrist problems such as disease related to work ergonomics.