ROYAL UNIVERSITY OF BHUTAN
GEDU COLLEGE OF BUSINESS STUDIES
POSITION PROFILE

1. JOB IDENTIFICATION:

1.1 Position Title : Assistant ICT Officer/ICT Officer (System Administrator)

1.2 Position Level : 8/7

1.3 Occupational Group : Administrative & Technical

1.4 Mode of Employment : Regular

1.5 College/OVC : Gedu College of Business Studies

2. MAIN PURPOSE OF THE POSITION:

2.1 Ensure Reliable ICT Infrastructure and System Availability
Manage, maintain, and monitor the institution's ICT infrastructure, servers, networks, systems, and related services to ensure reliable, secure, and uninterrupted availability of ICT services.

2.2 Strengthen System Security and Data Protection
Safeguard institutional systems and data through effective user access management, cybersecurity measures, backup and recovery systems, software updates, and timely resolution of system vulnerabilities and incidents.

2.3 Support Digital Transformation and ICT-Enabled Operations
Provide technical support for institutional information systems, applications, and digital platforms, and to facilitate the effective implementation, integration, and optimization of ICT solutions to improve administrative and academic service delivery.

3. GENERAL ROLES AND RESPONSIBILITIES

3.1 System Administration and Maintenance
Manage, configure, monitor, and maintain institutional servers, operating systems, applications, and other ICT infrastructure to ensure reliable system performance.

3.2 Network Management
Monitor and maintain the institutional network, including LAN, Wi-Fi, internet connectivity, routers, switches, firewalls, and related network devices.

3.3 User Account and Access Management
Create, modify, and deactivate user accounts and manage access privileges, authentication, passwords, and permissions in accordance with institutional policies.

3.4 ICT Security and Cybersecurity

Implement and monitor appropriate security measures, including firewalls, antivirus/endpoint protection, access controls, security updates, and vulnerability management.

3.5 Data Backup and Disaster Recovery
Develop and maintain regular data backup procedures and support disaster recovery mechanisms to minimize data loss and system downtime.

3.6 System Monitoring and Troubleshooting
Monitor system performance, identify faults and service disruptions, troubleshoot technical issues, and undertake timely corrective and preventive actions.

3.7 ICT Infrastructure Support
Provide technical support for computers, servers, printers, network equipment, audiovisual systems, and other ICT facilities used for academic and administrative operations.

3.8 Information Systems and Application Support
Support the installation, configuration, integration, maintenance, and upgrading of institutional information systems and software applications.

3.9 ICT Asset and Documentation Management
Maintain an up-to-date inventory of ICT hardware, software, licenses, configurations, network documentation, system records, and maintenance history.

3.10 ICT Planning, Standards and Technical Support
Provide technical advice for ICT procurement, infrastructure planning, system upgrades, and technology adoption; develop and implement ICT procedures and standards; and provide user guidance and training as required.

3.11 Assist in any other work assigned by the supervisor.

4. SPECIFIC ROLES AND RESPONSIBILITIES:

4.1 Server and System Administration
Manage, configure, monitor, maintain, and troubleshoot servers, operating systems, databases, and institutional applications to ensure optimal availability and performance.

4.2 Network and Infrastructure Management
Administer and monitor network infrastructure, internet connectivity, Wi-Fi, routers, switches, firewalls, and related ICT infrastructure to ensure reliable and secure connectivity.

4.3 Cybersecurity, Access and Data Protection
Manage user accounts and access rights, implement security controls, monitor system vulnerabilities, conduct regular backups, and ensure protection of institutional data and systems.

4.4 System Support, Recovery and Continuity
Diagnose and resolve system failures, perform system upgrades and patches, maintain backup and disaster-recovery mechanisms, and ensure timely restoration of critical ICT services.

5. KNOWLEDGE, SKILLS & ABILITIES (KSA) REQUIREMENTS:

5.1 **Education:** MSc. IT/M.Tech. IT/BIT/BCA/B.Sc IT/B Engg. IT OR Equivalent qualification.

5.2 **Experience:** Experienced candidate will be preferred for shortlisting only.

5.3 **Knowledge Skills and Abilities:**

- Strong knowledge of system administration, including servers, operating systems, databases, virtualization, and network infrastructure.
- Technical troubleshooting skills to diagnose, resolve, and prevent hardware, software, network, and system-related problems.
- Cybersecurity knowledge and skills in access control, firewalls, system hardening, vulnerability management, data protection, and backup/recovery.
- Network and infrastructure management skills, including configuration and monitoring of routers, switches, Wi-Fi, internet connectivity, and other ICT infrastructure.
- Problem-solving, communication, and adaptability, with the ability to manage multiple ICT tasks, support users, document systems, and adapt to emerging technologies.