

Terms of Reference (TOR)

Position Title	: ICT Officer
Position Level	: SS4/P5
Unit/Department	: Information, Communication and Technology Unit (ICT)
Reporting Authority	: Dean of Academic Affairs
Appointment Type	: Full-time (Administrative Staff)
Duty Station	: Norbuling Rigter College, Paro

1. Background

The ICT Unit at Norbuling Rigter College is responsible to maintain networks, systems, devices, software, and data security to support teaching, learning, and administration. The Unit provides user support, manages daily ICT operations, and helps drive the college's digital development.

To support these mandates the ICT Officer provides hands-on support through troubleshooting, maintenance, and implementation of upgrades and projects. Together they ensure reliable, secure, and effective ICT services that help the college operate efficiently and adopt new digital tools.

2. Purpose of the Position:

ICT Officer shall maintain the Local Area Network and support remote working. Implement and develop policies relating to ICT, Information and Security. Deliver the authority's statutory roles and licensing requirements relating to ICT, and security. Provide advanced technical support to staff.

3. Duties and Responsibilities:

3.1. Policy, Planning, and Governance:

- 3.1.1. Facilitate the development of ICT policies and translate them into projects and work plans.
- 3.1.2. Provide substantive input into policies and priorities for ICT project matters.
- 3.1.3. Prepare budgeting for the ICT Unit based on requirements.
- 3.1.4. Prepare and implement the annual work plan for the functional unit.
- 3.1.5. Contribute to national and international ICT plans and policies by taking part in relevant forums.
- 3.1.6. Perform any other task assigned by the Head or the College Management relevant to the role.

3.2. Infrastructure, Systems, and Application Management:

- 3.2.1. Contribute to the development of the organization's infrastructure and application systems.
- 3.2.2. Plan and coordinate the procurement of IT facilities.
- 3.2.3. Establish and enforce application standards.
- 3.2.4. Ensure the organization's databases meet national technical standards.
- 3.2.5. Overall management of ICT and its services in the college.



3.3. Project Coordination and Implementation:

- 3.3.1. Coordinate and facilitate the implementation of college projects and work plans.
- 3.3.2. Organize task force and related meetings for information systems and technology developments in teaching and learning.

3.4. System Development and Maintenance:

- 3.4.1. Coordinate the development of guidelines and classification systems.
- 3.4.2. Maintain detailed documentation of all work performed.
- 3.4.3. Maintain detailed documentation to allow independent reproduction of processes and results.
- 3.4.4. Develop, manage, and maintain applications and databases.

3.5. Procurement, Vendor and Licensing Management:

- 3.5.1. Participate in software purchase negotiations and oversee the maintenance of licenses.
- 3.5.2. Plan and coordinate procurement of IT facilities.

3.6. Staff Development and Knowledge Management:

- 3.6.1. Oversee professional development for ICT and knowledge management staff.
- 3.6.2. Promote continuous learning and effective use of ICT within the institution.

4. Required/Minimum Qualifications & Experience/Preferences

- 4.1. BIT/BCA/B.Sc. IT/ B Engg. IT
- 4.2. Preference will be given to candidates with experience in the relevant field at professional positions or equivalent.

5. Required Skills and Competencies

- 5.1. Conversant in the area of responsibilities both in terms of technical know-how and changing environment.
- 5.2. Good communication skills both in terms of writing and speaking.
- 5.3. Sound analytical skills with knowledge in planning, management, and execution of projects and activities.
- 5.4. Ability to keep up-to-date information in the area of responsibilities and provide timely information for informed decision-making.
- 5.5. Ability to work in teams and ready to work beyond working hours.