**Studies**

**Year :2009-2011**

**Course : Diploma in Information and Management System**

**Institute : Royal Institute of Management, Bhutan**

**1. JOB IDENTIFICATION**

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

## Group

* 1. **Sub- Group: IT Services**

**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.

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

**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.