



INNOVATIVE | SUSTAINABLE | LONGTERM

TERMS OF REFERENCE

IT Consultant

ROLES AND RESPONSIBILITIES

Below are some of the tasks that are expected from the Consultant:

- Provide support to Bhutan for Life Fund Secretariat staff to ensure smooth running of ICT services, such as user support, local network infrastructure, internet connectivity, printing, server systems and, end-user IT equipment,
- Assist in technical installation and configuration of new IT equipment's and services.
- IT support during the video conferences especially during the Board and Finance and Investment Committee meetings (Two Board and Two FIC meetings in a year)
- recommend cybersecurity measures to Bhutan for Life Fund Secretariat.
- Provide support to BFLFS employees in trouble shooting, resolution of routine hardware and software issues, and other IT inquiries, concerns, etc.
- provides support in the procurement of ICT services and equipment, particularly in gathering fair market value cost estimates and dealing with IT service providers and equipment suppliers in accordance with BFL Operating Manual.
- Coordinates with local IT vendors on the delivery of goods and services, to help ensure BFLFS receives qualified services according to Service Level Agreements.
- yearly inspection of all IT equipment's and submit the report to management.
- Provide support in the maintenance and update of BFL website. (www.bfl.org.bt)

QUALIFICATIONS OF CONTRACTOR PERSONNEL

The consultant is required to meet the following qualifications:

- Must be a college graduate preferably with a degree in Information Technology, Computer Science, Computer Engineering or related courses;
- Must have minimum of 5 years of experience as an IT technical support engineer, field support engineer or related functions and preferably with experience related to technical support for mobility equipment such as smartphones, notebook and computers;
- Must possess advanced troubleshooting knowledge and skills in Windows, iOS, Android, Mac OS, Zoom, website management, etc.

Only shortlisted firm/ individuals will be contacted for further selection.

"Bhutan For Life is not for the youth, it belongs to the youth."

-Her Majesty the Queen of Bhutan

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