BIHAR VIKAS MISSION
Job Description

1. General Information	
Position Title:	**IT Helpdesk Officer**
Reports to:	**Computer Cell Head**
Department:	**Bihar Vikas Mission**
Job Code:	

2. Organization Chart

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            ┌──────────────────┐
            │ General Manager  │
            │   – HR & IT      │
            └────────┬─────────┘
            ┌────────┴─────────┐
            │  Computer Cell   │
            │      Head        │
            └────────┬─────────┘
          ┌──────────┴──────────┐
┌───────────────────┐  ┌──────────────────┐
│   MIS / HRIS      │  │   IT Helpdesk    │
│  Support Officer  │  │     Officer      │
└───────────────────┘  └──────────────────┘
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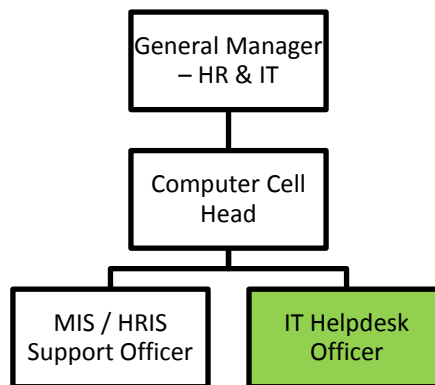
3. Key Accountabilities

Monitoring

- Monitor, analyse and report on the functioning of IT systems, networks and applications within own area with regard to the defined performance criteria

Installation & Maintenance

- Carry out the assigned hardware and software installation and maintenance activities coordinating with concerned users and seek guidance of superior where necessary

Incident & Problem Management

- Provide timely and effective troubleshooting services for assigned IT systems, networks and applications and execute assigned change requests to ensure continuity
- Escalate complex incidents and problems to superior or other relevant teams (like hired external vendors etc.)
- Travel to user sites performing on-site support tasks to resolve hardware and software-related issues
- Maintain proper documentation for all issues and corresponding solutions for future use and reference

Vendor Management

- Maintain relationships with vendors and provide the required support to vendors for carrying out the assigned IT activities
- Monitor performance of vendors and third-party service providers within own area and highlight in case of sub-optimal performance

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Job Description

Database & Data Management

- Maintain databases, process batches of information, ensure effective data management (updating, organizing and controlling information) and develop and share required reports

Continuous Improvement

- Identify opportunities for continuous improvement of systems, processes and practices in order to facilitate cost optimization and productivity improvement

Policies, Systems, Processes & Procedures

- Follow all relevant departmental policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner

Related Assignments

- Perform other related duties or assignments as directed

4. Qualifications and Experience

Essential

- Bachelor's degree in Computer Application (3 years full time) supported with relevant certification in hardware maintenance and networking
- Minimum 1 year of post-qualification experience in IT operations, networking maintenance and support

Preferred

- Less than 25 years of age as on 1st January 2017
- Experience of working with state / central government / bilateral / multilateral organizations (e.g. World bank, DFID, UNDP, ADB) in IT operations / support role

5. Knowledge and Other Skill

- Knowledge of IT operations and application support
- Technical troubleshooting and problem solving skills
- Basic interpersonal and communication skills

6.	Competencies	Basic	Proficient	Expert
i.	Strategic/Innovative Thinking	✓		
ii.	People First	✓		
iii.	Consultation and Consensus Building	✓		
iv.	Initiative & Drive	✓		
v.	Problem Solving	✓		

Basic	Proficient	Expert
Aware of principles and their application	*Sufficiently competent to work alone*	*Competent to support and advise others*