



Terms of Reference

Position:	IT Assistant (National Only) – 1 Post
Classification:	Fixed-Terms Contract
Duration:	One Year with 2 Months' Probation Period (with the possibility of extension based on the performance assessment and the need)
Report to:	Head of IT, Procurement and Logistic Department, Coordinator of Administration and Information Technology
Directorate:	Administration and Information Technology

I. BACKGROUND

Pursuant to the Decree Law No. 1/2016 of the General State Budget for 2016, the establishment of the Infrastructure Fund (IF) was approved to ensure the effectiveness and efficient implementation of strategic investments and infrastructure projects. The Major Project Secretariat (MPS) under the Ministry of Planning and Territory is an Autonomous Agency that is responsible for providing the technical and administrative support to the Administrative Council of the Infrastructure Fund (CAFI), based on the Decree Law No.13/2016. In order to perform its tasks and responsibilities, as specified in the IF Decree Law, the MPS conducts the recruitment for IT Assistant position to support the daily operations of the IT tools and equipment such as computers, printers, MS Office applications, back-up data, necessary maintenances, and relevant activities in IT Section.

II. OBJECTIVES

The IT assistant will be working under the direct supervision of the Head of IT, Procurement and Logistic Department, under the Directorate of Administration and Information Technology. He or she will be dealing with IT work related task for the smooth utilities of the IT tools and equipment, and ensure that all the IT related issues faced by staff are solved in effective and efficient manner.





III. SCOPE OF WORKS

The IT Assistant shall undertake the following duties and responsibilities:

- Troubleshoots system and network problems, diagnoses and solves hardware or software fault, backs-up MPS existing databases and staff personal data regularly;
- Monitors and maintains computer system and networking;
- Assists to fix the end-users issues;
- Assists the front-desk officer to insert data;
- Maintains and reports the inventory of IT and related equipment, when required;
- Updates and maintains the MPS website, and improve the existing database;
- Assists to identify the system hardware & software suppliers, purchase prices, servicing/updating facilities, conditions and etc.;
- Assists to prepare the specifications for desktop computers, printers, scanners, LAN system, etc. to optimize compatibility with the required capacity, operation, and the usage of the database;
- Assists to manage the document management system;
- Assists to prepare Standard Operating Procedure (SOP) and /or user manual for data input, system maintenance, system security, troubleshooting, backing-up, data retrieval, security, virus prevention, and relevant IT related task;
- Ensures the confidentiality, integrity, availability of LAN and data security, including user-access to the computer system. Monitors and supports Inter-/Intra-net functionality, security, and integrity;
- Assists in the installation, configuration, and maintenance of LAN, servers, desktops computers, printers, and other IT peripherals;
- Performs other related duties as attributed by the Head of IT, Procurement and Logistic Department, and the Coordinator of Administration and IT Directorate.

IV. KEY DELIVERABLES

- Keeps-up-to-date all MPS desktop computer hardware and software, ensuring both in compliance with the appropriate requirements that meet the needs of MPS;
- Ensures a user-friendly comprehensive database system comprising of hardware, software, and LAN meets the need of all departments at MPS;
- Standard Operating Procedures and or/ user-manual for database management, data input, system maintenance, system security, troubleshooting, backing-up, data retrieval, security, virus prevention, and database user are created;
- Daily operations of IT equipment and tools are well-maintained;
- Website and database are well improved.

V. SELECTION CRITERIA

Essential:





- First Degree in Information Technology or an equivalent discipline;
- Strong skills and experience in the area of expertise as defined above;
- Relevant professional experience of minimum 2 years in performing the above tasks;
- Excellent English language skills, both speaking and writing;
- Has good knowledge at least one of MVC or Model template View such as C#, Django python or node js and AngularJS;
- Has Good team player and has good communication with all staff;
- Has Good problem-solving skills in responding to the issues of IT office related equipment and tools.

Desirable:

- The ability to speak and write in Portuguese will be an advantage;
- Good at LAN and WAN;
- Has Skill at HTML, CSS, Javascript, and bootstrap will be an advantage;
- Readiness to work with other international/national staff within a multi-cultural environment.

VI. PERFORMANCE EVALUATION

The performance of the IT Assistant will be assessed by the Head of IT, Procurement and Logistic Department, and the Coordinator of the Directorate of Administration and IT, using the Performance Appraisal System in place.

There will be a probation period of two (2) months.

