

9 November, 2018

TERMS OF REFERENCE

Job Title:	Information, Communication and Technology (ICT) or Information and Technology (IT) Assistant
Objective:	Provides administrative and technical management of all facets for SERVE, I.P. Internal Network and Website
Reporting to:	Senior Supervisor and/or Executive Director
Classification:	C3 – Specialized Professionals and/or C2 – Specialized Technical Staff
Position(s):	2
Location:	Rua de Balide, Balide, Vera Cruz, Díli, Timor-Leste

I. SELECTION CRITERIA

Essential:

- Bachelor's Degree in Computer Science (and /or relevant) experience in website maintenance. Work experience of a minimum of two (2) years as an effective telecommunication and data communication operating systems, software package, software utilities.
- Working knowledge of local and wide area networks (LAN/WAN), Internet, e-mail systems, telecommunications and data communications; standard operating systems, software packages, and software utilities; proper records maintenance and storage for local and distributed environments.
- Computer-savvy performer with software proficiency covering variety of applications
- Experience in compliance with regulatory procedures.
- Be committed and motivated to delivery of high quality public services to the private sector.
- Demonstrated ability to collect and analyse data, compile accurate information, and prepare accurate reports and recommendations;
- Demonstrated understanding of the added value of effective teamwork and customer service;
- Ability to work in a team and under pressure;

- Ability to communicate effectively in Tétum and in English.

Desirable

- Degree in Computer Science or related areas
- Ability to communicate effectively in Portuguese

II. Scope of Work

Under the supervision of Senior Supervisor and/or Executive Director the IT Officer will be responsible for:

RESPONSIBILITY	PERFORMANCE INDICATOR
<p>1. Under supervision, oversees the day-to-day operation of computer networks including hardware/software support, training, and special projects; plans and implements data connectivity for local area network (LAN) and wide area network (WAN) systems.</p>	<ul style="list-style-type: none"> • SERVE, I.P. Network (LAN and WAN) are kept online and staff receives technical support on a day to day basis. • All staff and new users of SERVE, I.P. Network are trained and familiarized with system and policies • All staffs are aware of security guidelines and follow it as prescribed. • Software's licenses are monitored and request for renewal submitted timely. • Staff's computers are maintained, replaced or repaired, or sent to, timely in order to maintain SERVE, I.P.'s processes ongoing.
<p>2. Provide maintenance and daily update for SERVE, I.P. website.</p>	<ul style="list-style-type: none"> • SERVE, I.P. Website is maintained and online. • Daily Registration Summaries are scanned and published in the



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	<p>website for a period of at least 7 days.</p> <ul style="list-style-type: none">• Documents published in the Website are catalogued and backup is stored in a safe environment.• News Articles and photos are published as available.• Security breaches are reported and solution proposed.
3. Develop user policies and manuals.	<ul style="list-style-type: none">• SERVE, I.P. Network (LAN and WAN) User policies are developed and proposed for approval of SERVE, I.P. CEO.• SERVE, I.P. Network (LAN and WAN) Manuals are developed and proposed for approval of SERVE, I.P. CEO.• Agreement letter signed by all staff on SERVE policies and manuals are kept on file and updated as required.
4. Ensure the registered business documents are maintained and properly stored in an organized and safe manner for easy retrieval.	<ul style="list-style-type: none">• Customer registered business files and documents are able to be referred to and retrieved promptly.
5. Contribute to building a SERVE team ethos and have a high level of personal accountability	<ul style="list-style-type: none">• Keeps clear, detailed records of activities.• Can be relied upon to be at work and on time in accordance with assigned responsibilities.
6. Be a role model for, and have a good knowledge and understanding of the elements in the Civil Service Code of Conduct and comply with it at all times	<ul style="list-style-type: none">• Level of compliance with elements of Code of Conduct
7. Perform such other miscellaneous duties and reporting as will be assigned.	<ul style="list-style-type: none">• Examples provided of initiative and responsiveness in relation to other duties

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Tel. +670 3311 039, +670 3310 316, email: serve@mof.gov.tl, website: www.serve.gov.tl

III. KEY DELIVERABLES

- Computer networks are maintained, including hardware/software;
- All staff are trained and aware of SERVE Network policies and manuals;
- Planning and execution of implementation of data connectivity for local area network (LAN) and wide area network (WAN) systems are completed;
- SERVE, I.P. Website is maintained, operational and secured;
- SERVE, I.P. Network policies and manuals are implemented;
- SERVE, I.P. Network and Website demonstrate high quality and user/client satisfaction;
- All due and extraordinary reports are submitted to SERVE, I.P. Executive Director, in accordance with Performance Indicators listed above.
- Within four (4) weeks developed an Assignment Work Plan (AWP) that is consistent with relevant activities and performance indicators of the Ministry's five (5) years plan and Unit KPIs;
- Quarterly progress report against the agreed Work Plan submitted to the Executive Director and/or Senior Supervisor through the Procurement Unit; and
- Provide an End-of-Assignment report to the Executive Director and/or Senior Supervisor through the Procurement Unit, no later than 10 working days prior to the end of contract.

III. PERFORMANCE EVALUATION

The performance of the ICT and/or IT Assistant will be appraised and evaluated by the Executive Director and/or Senior Supervisor, using the Performance Appraisal System put in place and monitored by the Executive Director and/or Senior Supervisor, SERVE, I.P. This process will include a probation review within two (2) months of the commencement of the contract, regular reporting, ongoing workplace communications and annual performance appraisal. Performance Indicators are in place for all areas within SERVE, I.P. and the incumbent's work will be contributing to the achievement of the priorities as set out in their ToR and in the SERVE, I.P.'s Five Year(s) Plan.

RESPONSE TO THE SELECTION CRITERIA / RESPOSTA BA KRITÉRIU
SELESAUN NIAN

For the Post of Technical Support Services (ASS) as: **Information, Communication and Technology (ICT) Assistant / Ba Postu Serbisu sira Suporte Tékniku nian (SST) nu'udár: Asistente ba Informasaun, Komunikaun no Teknolojia (IKT).**

Please provide your responses concisely and succinctly to the selection criteria are listed below and address to / *Halo favór fornese ita bo'ot sira nia resposta sira ne'ebé badak maibé, loós, lójiku no reŕletivu ho kritériu selesaun sira ne'ebé mak hakerek iha kraik ne'e no haruka ba:*

Mr. / Sr. FLORÊNCIO DA CONCEIÇÃO SANCHES
Executive Director of SERVE, I.P. / Diretór Ezekutivu ba SERVE, I.P.
SERVIÇO DE REGISTO E VERIFICAÇÃO EMPRESARIAL, INSTITUTO PÚBLICO (SERVE, I.P.) / SERBISU BA REJISTU NO VERIFIKASAUN EMPREZARIÁL, INSTITUTU PÚBLIKU (SERVE, I.P.)
Rua de Balide, Balide, Vera Cruz, Díli, Timor-Leste

The Selection Criteria are / *Kritériu Selesaun sira mak:*

No./ Nu.	Requirements/ Rekezitu sira	Responses / Resposta sira	Remarks/ Explikasaun
1	Degree in ICT, Computer Science, Website Management, Database Manager, Program Manager or related areas / <i>Grau iha Área IKT, Siénsia Komputadór nian, Jestaun Rede/Sítii Eletróniku, Jestór ba Baze-ba-Dadus, Jestór ba Programa ka iha área sira ne'ebé iha relasaun</i>		
2	Be committed and motivated to delivery of high quality of public services to the private sector		



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	<i>/ Kompromete aan no motivadu hodi hala'õ serbisu sira ba pùbliku ho kualidade ida ne'ebé aas ba diak setór privadu nian</i>		
3	Good oral and written communication skills in at least of 3 of the following languages: Portuguese, Tétum, English, and Indonesian <i>/ Abilidade komunikasaun ne'ebé diak iha koalía no hakerek ne'ebé kuran liu lian/dalen oin tolu (3) husi lian/dalen hanesan tuir mai ne'e: Purtugés, Tétum, Inglés no Indonézia</i>		
4	Ability to work in a team and under pressure / <i>Abilidade hodi iha ekipa no ho presaun</i>		
5	Highly capable to overseeing the management, administrative and technical ICT issues as well as Website, Database and Program Management System and other related matters face up daily and propose the necessary solution as required / <i>Kapável tebes atu hare'e ka tau matan iha área jestaun, administrative no tékniku asuntu sira kona-bá IKT nian nune'e mós kona-bá Sistema Jestaun iha</i>		



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	<i>Rede ka Sítuu Eletróniku nian, Baze-ba-Dadus no Programa nian no asuntu sira seluk ne'ebé mak hasoru loron-loron no propoein solusaun nesesáriu hanesan saída mak husu husi serbisu fatin/eskritóriu</i>		
6	Excellent Understanding in ICT issues as well as Website, Database and Program Management System ICT in line with the system using by the Timor-Leste's (GoTL) / Iha koñesimentu ne'ebé exselente kona-bá asuntu sira IKT nian nune'e mós kona-bá Sistema Jestaun iha Rede ka Sítuu Eletróniku nian, Baze-ba-Dadus no Programa nian ne'ebé lao tuir sistema ne'ebé uza husi Governu Timor-Leste		
7	Able to provide good services in ICT as well as Website, Database and Program Management System ICT in line with the system / Bele ka konsege atu fornese serbisu sira ne'ebé diak iha área IKT nian nune'e mós kona-bá Sistema Jestaun iha Rede ka Sítuu Eletróniku nian, Baze-ba-Dadus no Programa nian		
8	An understanding of Timor-Leste's (GoTL) ICT services as well as		



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	<p>Website, Database and Program Management System ICT / <i>Koñesimentu kona-bá serbisu sira IKT Guvernu Timor-Lestean nune'e mós kona-bá Sistema Jestaun iha Rede ka Sítiu Eletróniku nian, Baze-ba-Dadus no Programa nian</i></p>		
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Please insert the date, your name and signature below here / *Halo favór insere ka koloka loron, ita bo'ot nia naran no asinatura iha kraik ne'e.*