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Terms of Reference (TOR) of an – IT Consultant (Junior Consultant, IT):

Background and General Description

A fundamental responsibility of the Department of Environment (DOE) is to provide information and services aimed at environment conservation, improvement, pollution control and mitigation. A landslide progress has been made in DOE in providing electronic services to both the clients and DoE Staff. However, it is crucial to maintain and expand the breadth and width of its IT infrastructure and skilled human resources to provide and improve service delivery.

The Department of Environment of the Ministry of Environment, Forest and Climate Change is seeking experienced professionals on Information Technology (IT) to assist its management and operational work. The positions are initially fixed for one year and could be renewed if needed and warranted by the candidate's performance.

Objectives

The overall objective of the assignment will be the following:

- To support and maintain server & other DoE IT system of implementation all over the country as per the scope of work;
- To perform hardware, software, network, website related task;
- Provide necessary technical support.

Duties and Responsibilities

The assignment will focus on the following areas and activities:

Hardware activities:

- Management and comprehensive maintenance of LAN infrastructure;
- Troubleshooting and resolution of computer hardware problems related to monitors, CPU, Keyboard and Mouse etc;
- Troubleshooting of hardware related problems and coordination with vendors for warranty, spare replacements etc;
- Printer configurations / Management;
- Resolution of user calls related to Desktop / Laptop computers, printers etc. (day today problem fixing);
- Surveillance IP Camera maintenance & Monitoring;
- Power Supply of Data Center Monitoring;

- *Wi-Fi Zone Creation and maintenance.*

Software activities:

- *Install / upgrade system software, operating systems and drivers, from time –to – time.*
- *Problem diagnosis and rectification on Operating System and Network Operating System.*
- *Installation / Reconfiguration / Reinstallation of Operating System and Applications-E-Mail, Office Applications, Windows 9x / 2000 / XP/Vista/Windows 7/8.1/10 from the original media provided by the Department.*
- *Server based Kaspersky Antivirus installation, Role Deploy, Workstation update and Management.*
- *Virus Control Services – Diagnose and fix any virus problems that can be fixed by the suitable & with latest anti-virus tool supplied by customer/bidder (if required).*
- *Climate Change database server backup and maintenance.*
- *Industry Database server backup and maintenance.*
- *Automation of Environmental Clearance Certification support and maintenance.*
- *Training Software support and maintenance.*
- *Enforcement Software support and maintenance.*
- *Law/Writ software support and maintenance.*
- *PMIS software support and maintenance.*
- *Industrial database.*

Network Maintenance Activities:

- *Clear Concept of IP Addressing, IP Sub netting, VLSM.*
- *Static Routing Configuration.*
- *Dynamic Routing (RIP, OSPF, EIGRP) protocol Configure of Cisco/Mikrotik Router.*
- *Ensure LAN Security from public zone using ACL, Portblock, Port allow, IPsec, NAT, Firewall.*
- *DHCP, ADC, DNS, Proxy, configure and management in Windows/Linux platform.*
- *Complete server administration (Windows/Linux).*
- *Monitoring and troubleshooting WAN / VPN / intranet etc*

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- Configuration of printers and other Network peripherals on the network.
- Domain Management and user management
- Installation and management of proxy servers for accessing of internet/allied services by users.
- Network Attached Storage (NAS) configure Contents backup and management.
- Webmail Server configure and email id creation, group, mail backup and management.
- Network Troubleshooting – LAN, Internet and Intranet by coordination with the vendor.
- Management of LAN/WAN Network equipment including problem in wiring/IO box in LAN, switches, patch cord etc. at all locations.
- Attending corrective maintenance calls related to restoration of networking of hubs / switches / routers and other active components.

Website Updating, Maintenance & Other Activities:

- Updating National Portal of Department of Environment on regular basis;
- Updating official social media page on regular basis;
- Providing assistance to make reports or policy on IT as required;
- Providing assistance to conduct in -house training on IT;
- Providing IT support in training/workshop/conference and IT support all over the country.
- Providing assistance to technical support and advice;
- Any other task as assigned by the authority.

Selection Criteria

Candidates meeting the following requirements are encouraged to apply:

Minimum Educational Qualifications:

The incumbent should have minimum Bachelor Degree in Computer Science and Engineering (CSE) and should have required certifications in the area of requirements as mentioned in the responsibilities of junior consultant

Minimum Relevant working Experience:

- At least 5 year working experience in any government organization/Reputed Non Government organization as Junior Consultant (IT) / IT Officer;
- Working Experience on Server Base workstation management and Maintenance;
- Practical working experience on Windows / Linux Server Administration System;
- Related Training on Linux Server, Windows Server, Mikrotik.
- Skilled in Illustrator, Photoshop, website UI (User Interface), SQL will be considered in an added advantage.

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