





Ministry of Education

Republic of Maldives

## **TERMS OF REFERENCE INDIVIDUAL: ICT Consultant**

### **A. Objective and Purpose of Assignment**

The Ministry of Education is seeking to hire experienced individual specialists to manage its Digital School and schools' ICT support infrastructure, device and equipment management, logistics, call center management and all sorts of support over telephone, remote and on-site support for all the 220 schools run under the government, located at inhabited islands across the nation, with the number expected to increase.

The purpose of the assignment is to ensure management and maintenance of established infrastructure and equipment, design and deployment of new expansions and configurations, analysis and performance improvements are brought about on timely basis, implementation of innovative and friendly education tools across the nation, dedicated fast assistance and solutions are provided to near and remote locations, proactive and on demand support are catered reliably and in a timely manner on daily basis, and work with respective teams at the Ministry to support and execute ICT related tasks that require well planned as well as spontaneous reaction on short deadlines within the defined scope of work.

### **B. Scope of Work**

The consultant will be required to work closely with the Information Technology Section and the Policy, Planning and Research Division and School Administration Division of the Ministry of Education, and Heads of various school-related Departments and Sections of the Ministry. The consultant will also be required to work and provide input in other ICT related activities of the Ministry and be available and dedicated to work during official and unofficial hours as schools function and conduct activities outside of official work hours. The consultant is expected to work independently, with minimum supervision and work unsolicited with the advice of the Supervisor and Management. Following are the primary tasks that will be required of the consultant:

1. Manage and maintain all records and information related to the tablet devices used at all 220 government schools.
2. Configure, update and bring about timely and spontaneous changes on the mobile device management platform used to secure all tablet devices.
3. Configure and manage the mobile device management platform for each school and assist the respective school staff with the enrolment and management of devices at each school.
4. Research and update on ways and means for the betterment of the tablet device and infrastructure management and implement such.
5. Setting up Google Workspace platform for school domains, implement security measurements and manage accounts used at schools.
6. Manage changes and policies on Google Workspace platform, with guidance, training and assistance provided to schools for support and management.
7. Manage and maintain mobile device security and settings with care and monitor them for unwanted activity and act on suspicious behavior.
8. Manage application deployment and their settings as per approval from the Ministry. Monitor and implement security changes for the safety of students as per the policy and protocols of the Ministry.
9. Advise on the safe use of devices and applications with required security and safety for students and undertake their implementation in collaboration with curriculum developers and policy makers.
10. Take preventative action against misuse of mobile devices and infrastructure.
11. Assist in device transfer from one school to another and resolve any arising issues.
12. Work in tandem with the service provider and infrastructure implementing party for the management of the network established at all 220 schools and central management.
13. Daily monitoring of equipment and usage at the data center and take all required action in a timely manner.
14. Daily monitoring the status and usage of all hardware and equipment at 220 schools related to the Digital School Network and attend to any issues found or reported by schools. Conduct required troubleshooting and fixing of issues. Where faults are unable to be fixed, attend in person where possible and undertake technical and logistical replacement procedures if necessary.
15. Monitor usage, implement necessary configuration changes, and policies for the safe use of internet for the students and staff at schools.
16. Monitor network traffic on the Digital School Network, conduct traffic shaping, bandwidth monitoring and allocation, load balancing and other required activities for smooth network operations at 218 schools.
17. Manage online and offline content management on the Digital School Network.
18. Physically attend to any school if required on short notice with quick travel arrangements.
19. Assist and provide support to curriculum developers in content preparation that is friendly and optimized for use at schools through the Digital School Network.
20. Daily attending to emails, messages, texts, letters and phone calls from 220 schools related to the network infrastructure and mobile devices and related matters and

responding without delay.

21. Provide extensive telephone support to tackle any ICT, network and mobile device related issues at all 220 schools for their smooth operation, where most do not have technical or support personnel.
22. Be on-call on unofficial hours and holidays, attend to issues and assistance needed by any of the schools.
23. Attend telephone calls on the hotline, during official and unofficial hours, and holidays. Ensure call back on missed calls. Resolve issues over the phone. Where required, make arrangements to ensure work continuity.
24. Give priority to urgent tasks handed over on short notice.
25. Conduct research, seek ways to develop and improve the Digital School platform and execute changes with the Management's approval.
26. Develop applications needed for schools in general and keeping them updated as and when the need arises.
27. Attend to routine and daily administrative work and procurement tasks required.
28. Manage, monitor and maintain ICT related activities at all Satellite Schools.

### **C. Duration and Commencement of Services**

1. Successful candidates will be contracted for a period of 02 (two) years with potential to renew the contract based on performance and organizational need.
2. The first 3 months of the contract will be considered a probationary period. During, or at the end of this period, or at any time during the contract period, the Ministry of Education reserves the right to terminate the contract, provided the selected candidate is unable to perform his or her duties up to the required level, or as per the rules and regulations of the Maldives Civil Service.
3. Without breach of contract, the selected candidate reserves the right to terminate the contract;
  - a) with 2 weeks' notice provided the selected candidate has served for a period not shorter than 6 months or not longer than 1 year.
  - b) with 1 months' notice provided the selected candidate has served for a period not shorter than 1 year or not longer than 5 years.

### **D. Qualifications and Experience**

1. Master's degree in Information Technology with at least 08 years of work experience in the field of Information Technology, with at least 05 years of work experience in a large corporate environment; **OR**  
Bachelor's degree in Information Technology with at least 11 years of work experience in the field of Information Technology, with at least 06 years of work experience in a large corporate environment;
2. Should possess sound knowledge on the use of computer systems in a Microsoft Windows based environment, with word processing, spreadsheet and basic graphics applications on the same environment;
3. Should possess sound knowledge of Google Workspace environment with ability to

- handle and manage Admin Console, Docs, Sheets, Forms, Drive, Meet, Gmail, Classroom, Maps, Chrome, Mobile Device Management, etc;
4. Should possess sound knowledge of hardware firewalls, networking, IP configurations, computer system hardware, routers, switches, WiFi access points, with hands-on experience in configuring and management of corporate level routers and firewalls;
  5. Should have sound knowledge and on-hand experience in data network design, development, installation, server configuration, management and troubleshooting;
  6. Honesty, integrity, capability, work ethics, dedication, attendance, punctuality and leadership in the past;
  7. Should have excellent command over Dhivehi and English language with written, verbal and negotiation skills;
  8. Should have extreme patience and capacity in tackling all types of issues with capability to repeat the same until resolved, with motivational skills.
  9. Should have strong leadership, management and communication skills in presenting, discussing and resolving difficult issues, with ability and capacity to work efficiently and effectively with a multidisciplinary team;
  10. Should have knowledge of national procurement rules and regulations;
  11. Should have knowledge of Chromebooks and their management;
  12. Work experience in leading and handling similar tasks in the past will be an added advantage and highly considered, with reference documents;

The successful individual must be willing to work for extended periods and long hours with dedication without direct supervision and travel routinely to islands within the catchment on short or lengthy trips.

The individual must have no objection to attend phone calls and written instructions during unofficial hours and holidays and provide support and reasonable solution for smooth workflow.

In addition, the individual's reputation of integrity and impartiality routed in independent from third parties will be considered.

The short-listed candidate will be requested to participate in personal interviews and submit the names and contact details of personal referees who can attest to their ability.

The successful candidate must understand the objectives and delivery mechanisms of the task portfolio. He/she must be willing to work in a team and individually, be flexible to emerging or changing conditions, and undertake initiative in his/her broad field of actions.

## **E. Reporting Requirement**

1. Report directly to the Head of the Information Technology Department and other heads of the organization where required.
2. The successful candidate shall report to work on week days from 0800 – 1400hrs, other than public holidays.

## **F. Remuneration and Leave details**

1. Successful candidate will be paid a fixed monthly fee of MVR 35,000, whereas 40% of the eligible amount will be paid as Monthly Basic Salary and 60% will be paid as Living Allowance.
2. Successful candidates will be entitled to Pension deduction as per Maldives Pension Act from the Monthly Basic Salary (7%).
3. In addition, any fees payable to the individual for duty travel assignments will be paid by the Client.
4. Ramadan allowance shall be compensated at the government prevailing rates.
5. Fixed monthly fee shall be subject to deduction for pension and any other statutory requirement as may be applicable.
6. Leave entitlement shall be as follows;

*Annual Leave:* The Consultant may take up to thirty (30) working days leave per calendar year, starting from the date of contract signing.

*Sick Leave:* The Consultant may take Thirty (30) days of paid sick leave. The Consultant is not allowed to take sick leave for more than two consecutive days unless a medical certificate specifying the nature of the illness and recommended duration of sick leave issued by a licensed medical practitioner is submitted on the first day back at work.

*Family Responsibility Leave:* The Consultant may take Ten (10) days of paid leave in a year to attend important obligations such as tending family members during illness.

*Unpaid Leave:* The Consultant will not be paid for leave(s) that exceed the maximum allowed.

## **G. Application instructions**

Ministry of Education now invites interested individuals qualified for the assignments to submit Expression of Interest inclusive of the following documentation to demonstrate your eligibility for the assignment.

1. Cover Letter for Expression of Interest
2. Attested copy of individual's National ID Card
3. CV including information that demonstrates that the candidate is qualified to undertake the scope of work
4. Work experience documentation (description of similar assignments, and experiences in similar field of work).
5. Copies of attested academic qualifications.
6. Reference letters from current and/or previous employers.