Terms of Reference

Position

Data Center Engineer Consultant

Background

The Civil Service Commission of Maldives is looking to hire a staff for its Information Technology Section. The staff will lead the Information Technology Section. The Information Technology Section is responsible for all the technology infrastructure of the Civil Service Commission.

Qualification

- Masters Degree in Information Technology or Computer Science or Computer Programming or Web and Application Development or Software Engineering or a Master degree in any other Information Systems Management field. And at least 2 years of experience in the relevant field.

- Or a Bachelor's Degree in Information Technology or Computer Science or Computer Programming or Web and Application Development or Software Engineering or a Bachelor's degree in any other Information Systems Management field. And at least 4 years of experience in the relevant field.

Technical Experience

- **Networking**
  - Configuration and management of Ubiquiti Switches and Access Points.
  - Configuration and management of Ubiquiti Access Points.
  - Proficiency in Checkpoint Firewalls.

- **Virtualization**
  - Experience with VMware ESXi for virtualization solutions.

- **Operating System**
  - Administration of Microsoft Windows Server.
  - Management of Ubuntu Linux systems.

- **Web Services**
  - Deployment and maintenance of Microsoft IIS Server.
  - Familiarity with Microsoft Azure and Google Cloud platforms.

- **Database Management**
  - Proficient in Microsoft SQL Server administration with advanced skills in querying, creating functions, views and stored procedures, and database optimization.
  - Proficient in MySQL Server administration with advanced skills in querying, creating functions, views and stored procedures, and database optimization.
  - Proficient in PostgreSQL Server administration with advanced skills in querying, creating functions, views and stored procedures, and database optimization.

- **Storage Solutions**
  - Knowledge of SAN (Storage Area Network).
  - Knowledge of NAS (Network Attached Storage).
  - Knowledge of DAS (Direct Attached Storage).

- **Infrastructure Services**
  - Implementation and management of Modeler UPS Systems.
  - Deployment and configuration of Microsoft 365 services.
  - Familiarity with Microsoft RADIUS Server and PXE Boot Server.

- Administration of Microsoft Update Server.
- Configuration and maintenance of Microsoft File Server and DHCP Server.
- Familiarity with Grandstream PABX.

- **Security Systems**
    - Proficiency in security and monitoring software.
    - Experience with ZK Devices.

Scope of Work

In your capacity as an Data Center Engineer Consultant, you will assume leadership of the Information Technology Section, taking on a central role in supervising and administering the organization's technological infrastructure. This encompasses overseeing various aspects of IT operations and ensuring their alignment with the organization's objectives and needs.

- **Strategic Planning and Leadership**

Develop and implement IT strategies in alignment with the organization's objectives. Provide visionary leadership to the IT department, fostering innovation and efficiency. Evaluate emerging technologies and trends, recommending adoption where beneficial.

- **Infrastructure Management**

Oversee the design, implementation, and maintenance of the organization's IT infrastructure. Ensure the security, reliability, and scalability of all IT systems and networks. Develop and maintain disaster recovery and business continuity plans.

- **Team Management**

Lead, mentor, and develop a high-performing IT team. Allocate resources effectively and prioritize projects to meet business needs. Foster a culture of collaboration, accountability, and continuous improvement.

- **Vendor Management**

Manage relationships with IT vendors and service providers. Negotiate contracts and service level agreements to ensure cost-effectiveness and quality. Monitor vendor performance and resolve issues in a timely manner.

- **Compliance and Security**

Ensure compliance with relevant regulations and standards. Implement robust cybersecurity measures to protect the organization's data and systems. Conduct regular security audits and risk assessments.

- **Budgeting and Cost Management**

Develop and manage the IT budget, ensuring optimal allocation of resources. Identify cost-saving opportunities and efficiencies without compromising quality. Provide regular reports and updates on budget performance.

- **Stakeholder Engagement**

Collaborate with key stakeholders to understand IT needs and requirements. Communicate IT initiatives, progress, and challenges to executive leadership and other relevant parties. Act as a liaison between the IT department and other departments within the organization.

- **Infrastructure Management**

Install, configure, and maintain servers, storage systems, and networking equipment. Conduct regular performance monitoring and troubleshooting to minimize downtime and optimize system performance. Implement best practices for capacity planning, hardware lifecycle management, and disaster recovery.

- **Network Administration**

Manage network devices including switches and firewalls. Configure network protocols, VLANs, and routing policies for efficient and secure communication. Implement security measures such as access controls, intrusion detection/prevention systems, and encryption protocols.

- **Environmental Control**

Monitor and maintain HVAC, power distribution, and environmental monitoring equipment. Implement energy efficiency measures and ensure optimal operating conditions for IT equipment.

- **Compliance and Security**

Ensure compliance with industry standards and regulations by implementing security controls and conducting regular audits. Collaborate with security teams to address vulnerabilities, implement security patches, and respond to incidents.

- **Documentation and Reporting**

Maintain accurate documentation of configurations, procedures, and troubleshooting steps. Generate reports on performance, capacity utilization, and incident resolution metrics.

- **Continuous Improvement**

Identify opportunities for process optimization, automation, and technology upgrades. Stay informed about emerging technologies and industry trends to anticipate future requirements.

- **Collaboration and Communication**

Work closely with cross-functional teams to coordinate activities and resolve issues. Communicate effectively with stakeholders to provide updates on operations and upcoming changes.

- **Professional Development**

Pursue professional certifications and training opportunities to enhance skills and expertise. Stay engaged with industry forums, conferences, and online communities to stay informed of developments and best practices.

Reporting Relationships

He / She will report directly to the Director General of Information and Communication Technology, or a person assigned by the Director General of Information and Communication Technology.

Duration

Performance monitored monthly on a yearly Contract. Contract renewed based on performance at the end of each year.

Remuneration

Monthly Salary: Between MVR 25,000 and MVR 35,000 (Based on Experience)

Selection Criteria

Criteria	Points
Qualification	10%
Experience	20%
Exam	30%
Interview	40%