

Term of Reference (TOR): IT Officer

1. Position Details

Job Title: IT Officer

Reporting To: Head of IT / Administrative Director

Contract Type: Full-Time

Number of Openings: 1

2. Position Overview

The IT Officer is responsible for ensuring the efficient operation, maintenance, and security of the institution's IT infrastructure. This includes managing network systems, hardware, software, and databases; providing technical support; and ensuring data integrity and cybersecurity across all institutional platforms. The position supports both academic and administrative functions, contributing to the overall digital transformation and technological advancement of the Institute.

3. Key Responsibilities

3.1. Network and System Administration

Administer and monitor LAN/WAN networks, Wi-Fi connectivity, firewalls, and network devices (switches, routers, access points).

Manage user accounts, permissions, and access control in systems such as servers, databases, and institutional portals.

Ensure system security through regular patching, antivirus updates, and vulnerability checks.

Maintain system backups, recovery plans, and ensure minimal downtime in case of system failure.

3.2. Hardware and Software Management

Oversee the installation, configuration, and troubleshooting of computers, printers, servers, and related peripherals.

Manage the inventory of IT assets and maintain an updated IT resource log.

Ensure all software applications and licenses are legally compliant and up to date.

Provide technical assistance during classroom sessions, presentations, or events requiring IT setup.

3.3. User Support and Training

Provide timely technical support to faculty, staff, and students regarding hardware, software, or network issues.

Conduct basic digital literacy or IT orientation sessions for new staff and students.

Develop and maintain user guides, FAQs, and helpdesk documentation.

3.4. Database, Website, and System Operations

Support database and information system maintenance, including student information systems (SIS), learning management systems (LMS), and ERP modules.

Coordinate with web developers for website updates, hosting management, and domain renewals.

Ensure data backup, confidentiality, and compliance with institutional data management policies.

3.5. IT Planning and Development

Assist in developing and implementing the institution's IT policies, procedures, and technology roadmap.

Identify opportunities for automation and process improvement in academic and administrative operations.

Liaise with external vendors to evaluate and procure IT equipment and services as per institutional needs.

4. Required Qualifications and Experience

4.1. Education

Bachelor's Degree in Information Technology, Computer Science, or a related field from a recognized institution.

Additional certifications (e.g., CompTIA Network+, CCNA, MCSA, or equivalent) are an advantage.

4.2. Experience

Minimum 2 years of experience in IT administration, system support, or network management (preferably in an educational or corporate environment).

Proven experience managing servers, networks, and data systems.

4.3. Skills and Competencies

Technical Proficiency: Strong knowledge of networking, server administration, and information systems.

Troubleshooting Skills: Ability to diagnose and resolve hardware/software issues efficiently.

Security Awareness: Understanding of cybersecurity best practices and data protection policies.

Communication Skills: Clear and professional communication with non-technical users.

Teamwork: Ability to collaborate across departments and manage multiple priorities.

Documentation: Strong record-keeping and reporting abilities for IT operations.

5. How to Apply

Interested candidates are requested to submit the following documents to the Human Resource Department at Model Institute of Technology (MIT), Baghbazar, Kathmandu:

- Cover Letter
- Completed Application Form
- Updated Curriculum Vitae (CV)
- Copy of Citizenship Certificate
- Copy of the Latest Academic Degree

Applications may be submitted in person at the MIT HR Office or via email to: hr@mitnepal.edu.np

6. Equal Opportunity Statement

Model Institute of Technology (MIT) is an equal-opportunity employer committed to creating a diverse and inclusive academic environment. We encourage applications from qualified candidates of all backgrounds, including women, minorities, and individuals with disabilities.