Terms of Reference: IT Officer
Position Title: IT Officer
Institution: Model Institute of Technology (MIT)
Contract Type: Full-Time

1. About MIT:

Model Institute of Technology (MIT) offers a diverse range of management and technology programs at both the undergraduate and graduate levels. With a firm commitment to academic excellence, MIT has established an affiliation with the International American University located in California, USA. Moreover, The College has received official approval from the Ministry of Education, Science, and Technology, Government of Nepal, which recognizes the high standards and quality of education imparted by MIT.

2. Position Overview:

The IT Officer will be responsible for handling all IT-related issues within the college, including managing the computer labs, overseeing network operations, assisting IT students in labs, and providing holistic IT support. Additionally, the officer will manage EMIS (Education Management Information System), support e-learning resources, and oversee the entire digital administrative process of the institution. This position will also involve managing relationships with tech device vendors, ensuring the functionality and availability of technology resources, and providing technical support to staff, students, and faculty members.

3. Key Responsibilities:

EMIS Management:

- Manage the Education Management Information System (EMIS), ensuring it is up-to-date and functioning properly.
- Provide data entry and analysis support to ensure accurate reporting of student, staff, and academic data.
- Assist in the integration of EMIS with other digital administrative systems in the institution.

E-learning Resource Management:

- Support the development and management of e-learning resources and platforms.
- Provide technical support for online teaching and learning activities.

Computer Lab Management:

- Oversee the day-to-day operation of the computer labs, ensuring that all systems are functioning properly.
- Provide assistance to students during lab sessions and ensure that lab resources are used efficiently.
- Maintain and update software on computers, ensuring that all students and faculty have access to the necessary tools for their work.

Digital Administrative Process Management:

- Oversee and improve the digital administrative processes of the college, ensuring that all tasks, including student registration, course management, and communication, are efficiently handled through digital systems.
- Assist with the digital documentation and record-keeping process.
- Help implement and maintain a digital document management system to streamline administrative tasks.

Network Management:

- Manage and maintain the college's local area network and internet connectivity, ensuring seamless access for staff and students.
- Troubleshoot network-related issues and resolve them in a timely manner.
- Perform regular backups and ensure the security of the network from cyber threats.
- Technical Support:
- Provide technical support for both hardware and software issues reported by staff, faculty, and students.
- Ensure that all computers and IT-related devices are properly configured and functioning.
- Assist in the installation and troubleshooting of hardware, software, and peripherals.

Vendor Management:

- Coordinate with technology vendors for procurement, installation, and maintenance of tech devices and systems.
- Negotiate with vendors for services and support contracts.
- Ensure that all technology purchases are in line with MIT's budget and requirements.

Collaboration and Client Relations:

- Serve as the primary point of contact for all IT-related inquiries within the college.
- Collaborate with faculty, staff, and students to ensure that IT resources are meeting their needs.
- Provide IT training and support to students when necessary.

IT Resource Management:

- Oversee the allocation and proper usage of IT resources, including computers, printers, projectors, and other devices.
- Ensure that the IT department is stocked with necessary equipment and supplies.
- Assist in the implementation of new technology initiatives and projects.

Holistic IT Support:

- Assist in the implementation and management of digital systems across various departments.
- Provide ongoing IT support for institutional events, seminars, and workshops, ensuring that technology is fully operational.

4. Qualifications & Skills:

- Education: A Bachelor's degree in Information Technology or a related field.
- Experience: A minimum of 2 years of experience in IT support or IT officer roles, with hands-on experience in network management, hardware/software troubleshooting, and computer lab management.

Skills:

- Strong knowledge of computer systems, networking, and security protocols.
- Proficiency in IT-related software and tools (e.g., Microsoft Office, operating systems, network management tools).
- Familiarity with managing educational technology and computer lab environments.
- Strong problem-solving skills and the ability to troubleshoot technical issues effectively.
- Excellent communication skills in English and Nepali.
- Ability to work well in a team and provide clear technical guidance to students and faculty.
- Strong organizational skills and ability to manage multiple IT projects simultaneously.

5. How to Apply:

Interested candidates are invited to submit the following documents to:

Human Resource Department

Model Institute of Technology (MIT), Baghbazar, Kathmandu

1. Cover letter
2. Completed application form
3. Updated CV
4. Copy of citizenship certificate
5. Copy of latest academic degree

6. Equal Opportunity Employer

Model Institute of Technology is an equal-opportunity employer and is committed to fostering an inclusive and diverse academic community. We welcome applicants from all backgrounds, including women, minorities, and individuals with disabilities.

For more information about MIT, please visit our website: www.mitnepal.edu.np