

ROYAL UNIVERSITY OF BHUTAN
POSITION PROFILE

1. JOB IDENTIFICATION

- 1.1 Position Title : ICT Technical Associate
- 1.2 Position Level : 10
- 1.3 Occupational Group : Administrative & Technical Staff
- 1.4 College/OVC : College of Language and Culture Studies

2. MAIN PURPOSE OF THE POSITION:

The main purpose of an ICT Technical Associate is to support the implementation, maintenance, and troubleshooting of information and communication technology systems within an organization,

GENERAL ROLES AND RESPONSIBILITIES:

- 1. **IT Support Services**
 - Provide technical assistance to faculty, staff, and students on hardware, software, and network-related issues.
 - Set up, configure, and maintain desktops, laptops, printers, and projectors.
- 2. **Network and System Maintenance**
 - Assist in managing LAN/Wi-Fi infrastructure and ensure internet connectivity across campus.
 - Support servers, security systems (e.g., firewalls), and data backup solutions.
- 3. **Software Management**
 - Install, update, and troubleshoot educational and administrative software.
 - Help maintain digital learning platforms and content management systems.
- 4. **Website and Portal Management**
 - Assist with updating and maintaining the college's website and online portals like IMS and VLE.
- 5. **Inventory and Documentation**
 - Maintain records of IT assets and prepare technical documentation or user manuals when needed.
- 6. **Support for Online Learning and Events**
 - Facilitate online meetings, webinars, or remote classes using tools like Zoom, Google Meet, or MS

5.1 Education: Class XII with 2 years Diploma in ICT

5.2 `Experience: Preference will be given to those who have experience in the respective profession

5.3 Knowledge Skills and Abilities:

Knowledge Requirements:

1. **Computer Hardware and Peripherals**
 - Knowledge of assembling, configuring, and maintaining desktops, laptops, printers, scanners, and projectors.
2. **Networking**
 - Understanding of LAN, WAN, IP addressing, routing, switching, and Wi-Fi configuration.
 - Basic knowledge of firewalls, network security, and VPN setup.
3. **Operating Systems**
 - Proficiency in Windows, macOS, and Linux-based systems.
 - System installation, configuration, and troubleshooting.
4. **Software and Applications**
 - Familiarity with Microsoft Office Suite, antivirus tools, and educational software.
 - Understanding of web browsers, email clients, and file management systems.
5. **Web and Server Basics**
 - Basic understanding of website content management (e.g., WordPress, Joomla).
 - Exposure to server administration (file server, print server, or mail server).
6. **Database and Information Systems**
 - Knowledge of basic database operations
 - Understanding of institutional systems like IMS, VLE, and MIS

Technical Skills:

- Troubleshooting and problem-solving skills
- Network cabling and device setup
- Installing and updating software and drivers
- Managing user accounts and system permissions
- Backup and data recovery techniques
- ICT equipment inventory management

Soft Skills:

- Good communication and interpersonal skills
- Ability to train and support non-technical users
- Time management and organizational skills
- Adaptability to new technology trends
- Teamwork and collaboration

