**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 Natural Resources

1. **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:** *Nil (recommended but not a prerequisite)*

**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