**Job Description**

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| **Job Title:** IT Support Officer | **Reports to:** Hospital Director | **Location:** OCH Based |
| **The objective of the Job:** To check and maintain IT resource of UMN MDT OCH for safe, effective use by the staff and implement procedures and provide technical support in line with IT support service definition of UMN. | | |
| **Areas of Responsibility** | **Decision Making** | **Qualification & Experience** |
| * **Desktop, Application, and System Support:** Perform basic PC hardware repairs, upgrades and maintain common hardware found in UMN OCH; install applications and troubleshoot basic problems. Perform necessary monitoring and provide support in IT Infrastructure and take corrective actions in the event of failure and faults with the consultation of the UMN ITS team. * **HMIS Support:** provide necessary technical support regarding UMN OCH HMIS implementation and smooth operation. * **Basic Network support:** Install and maintain standard network cabling, windows desktops/ laptops; perform basic diagnostic and recovery routines on network equipment and machines; configure network clients with appropriate server information and software. * **Power Management Support:** Coordinate with maintenance in-charge to maintain power uptime using UMN MDT OCH power infrastructure. Provide necessary support for monitoring and failure events. * **End-User Support:** Use service desk system to identify end-user problems and respond to them as appropriate. Maintain records in the service desk system and assign tasks as appropriate. * **Hospital Asset Record Management:** Support Hospital Administration to Plan, record and implement changes to hardware and applications. Record and retrieve information in the Official Asset Management System. * **Vendor Management:** Establish good relations with different IT vendors and assist in the procurement process when purchasing new equipment. * **Budget & Team Responsibilities:** Track expenditure against a budget and produce simple estimates for planned expenditure on consumables and similar; purchase reliable and cost-efficient items following UMN MDT OCH procedure. Work as part of a team and adopt flexible working practices, procedures. * **Communications and documentation:** Support and train individual staff and end-users; produce detailed help sheets and other documentation. Follow UMN IT Policies, Standards and guidelines. * **Reporting:** Timely reporting of support service status, administration status to Hospital Director | * Prioritize support service requests. * Identify possible IT support requirements and solutions. * Contribute to IT decision making. * Identify possible IT support service requirements and outline specification for a solution * Contribute in technical support related to HMIS implementation. | At Least Bachelor's in IT degree with extensive experience in IT support service in a large organization.   * Relevant Technical Trainings in Hardware and Network Troubleshooting with Minimum of 3 Year Experience * Confident in Linux / Windows Desktop Environment * Confident in Office package applications * Basic IT Certification Training (MCSA, CCNA, VMWARE) * Basic working knowledge of UPS / Solar and Electrical system. * Knowledge of Service Desk Management. * Knowledge of application development and deployment. * Work experience with Hospital sector would be added advantage. |
| **Dimensions** | **Skills, Attitudes, Behaviours** |
| * **User base (end users):** All computer users at UMN MDT OCH. * **Timescales:** Adopt flexible working practices. Work beyond normal hours (against time in lieu) to resolve a specific problem. * **Finance:** Track expenditure against a budget and produce simple estimates for planned expenditure on consumables / spares and similar. Recommend Purchase of lower value items (e.g. one-off software or peripherals) following UMN standard procedures. * **People Management:** Close interactions with ITS Team member in Thapathali office and Hospital Administration. | * **Committed to UMN Values** * **Research and Analytical Skills:** Be able to organise information from multiple sources. Moderate analytical skills. * **Learning Ability:** Excellent learning ability * **Communication Skills:** Good level of written and spoken English & Nepali appropriate to the context and audience * **Team Player:** Willing to be a team player and occasionally carry out responsibilities as needed. * **Quality Assurance:** Looks for ways to improve quality of UMN OCH service desk management and Network Services. * **Dependability:** Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments * **Attitude and Behaviour:** Responsive, helpful and polite * **Office Administration Skills:** Cross-reference invoices, packing notes, and order forms. Predict future requirements of spares / consumables. * **Internal Support Arrangements & External Contracts:** Understand the importance of a service level definition. Understand the service level definition implemented for different services / systems of UMN. Understand implications of contracts and warranties that are in place * **Health & Safety:** Ensure basic safety checks are carried out, including annual portable equipment testing. Follow relevant Hardware & Software procedures and raise awareness among staff/end users. |