

RENEW Microfinance Pvt. Ltd.
Terms of Reference
ToR of Sr. IT Officer, Information & Technology Department.

Overall Job Description

Overall, the Senior IT Officer is responsible for managing and maintaining the organization's IT infrastructure, ensuring it is secure, reliable, and efficient, while also providing technical support to end-users and collaborating with other departments to meet their IT-related needs.

Specific Duties and Responsibilities:

- ✓ Provide technical support to end-users, including troubleshooting and resolving hardware, software, and network issues.
- ✓ Manage and maintain the organization's IT infrastructure, including hardware, software, networks, databases, and security.
- ✓ Install, configure, and maintain hardware and software systems, including servers, desktops, laptops, and mobile devices.
- ✓ Monitor system performance and ensure the availability and reliability of all IT systems and services.
- ✓ Develop and implement IT policies, procedures, and standards to ensure the security, integrity, and confidentiality of data.
- ✓ Manage IT projects, including identifying project requirements, developing project plans, and monitoring project progress.
- ✓ Collaborate with other departments to identify and address IT-related business needs and opportunities.
- ✓ Stay up to date with the latest technological trends and developments and assess their potential impact on the organization.
- ✓ Provide training and support to end-users to ensure they can effectively use IT systems and services.
- ✓ Ensure compliance with relevant laws, regulations, and standards related to IT.
- ✓ Dealing with MBWin Nepal (MBWin customer service provider).
- ✓ Preparing reports required by other departments and authorities.
- ✓ Develop and maintain relationships with external vendors, service providers, and authorities.
- ✓ Senior IT Officer will act as the officiating Chief IT Officer in the absence of the Chief IT Officer.
- ✓ He must have overall knowledge of all the systems, reports, and other work too.

Qualification & Experience Requirement:

- ✓ Candidates must have minimum of Bachelor of Science in Information Technology/B. Com with IT/Computer application from reputed Institutions/Colleges and must have minimum of 2 years of relevant work experience.
- ✓ Preferable for this position is B. Com with IT and B. Com with Computer application.

Skill Requirement:

- ✓ Advance in MS Excel,
- ✓ Good knowledge of SQL language,
- ✓ Basic knowledge of commerce
- ✓ Good knowledge of DBMS (Data Base Management System)
- ✓ Good knowledge of Networking

Other requirements

- ✓ Curriculum Vitae
- ✓ Copy of bachelor's degree certificate & Academic Transcripts, and Academic transcripts of Class 10 & 12
- ✓ Copy of Citizenship ID Card/ Identity Card
- ✓ Security Clearance Certificate (Approved online)
- ✓ Medical Fitness Certificate.
- ✓ Recommendation Letter

Employment Type

- ✓ Regular

Place of Posting

- ✓ Head Office

Salary & Other Benefits

- ✓ Salary and benefits shall be fixed within the existing RENEW MFI pay scales & in line with the RENEW MFI Service Rules.